NORTEL NETWORKS

SMC Firmware Upgrade Procedure

Date: Aug, 2003
Issue: 2.1

Technical Information Bulletin

The purpose of this document is to highlight the system prerequisites and present information critical to the correct installation of the Succession Media Card (SMC) Firmware Upgrade.

This document highlights some areas to which you must pay particular attention but is not intended to replace the documented procedures. It is necessary to use this in conjunction with the Product Documentation (NTPs) available on-line at the Nortel Networks web site at at http://www.nortelnetworks.com/.

Important

Please read all included advisements, requirements, and problem workarounds prior to loading the upgrade.

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1.0 Introduction

This document describes the upgrade procedure for the Succession Media Card (SMC) Firmware running IP-Line, IP-Trunk and Miran III applications.

At the time this document is prepared, the latest firmware version for the Succession Media card is version 6.5. The upgrade instruction documented here is applicable to newer versions of the firmware unless otherwise noted.

Please refer to your Product Bulletin to confirm if a firmware upgrade is required for your application.

2.0 IP-Line

***Note**: Prior to upgrading the firmware on the card, please ensure that the IP Line application s/w has been upgraded to IP Line 3.00.36 or greater.*

These upgrade procedures require a reboot of the SMC card. The card should be disabled before performing the upgrade.

2.1 Software Version

From the card's CLI enter the following command to check the software version presently installed:

```
IPL> swVersionShow
```

If the version returned is IPL 3.00.36 or greater proceed to the firmware upgrade in section 5.0. If an earlier version of software is installed you must upgrade to IP Line 3.00.36 before performing this upgrade.

The IP Line 3.0 Software application is available free of charge and is retrievable from the Nortel Networks Electronic Software Delivery (ESD) web site. To access this web site, follow these instructions:

1. Access the www.nortelnetworks.com web site.
2. Select "Software Downloads" from the "Support" section. You will need to log on to gain access.
3. Under "Alphabetically" (located on the top right), select the letter "I".
4. From the list, Scroll to "IP Line and Internet Telephony Gateway(ITG) Line". From there, select "Software".
5. Select the IP Line 3.0 Application Loadware for M1/CSE 1000 R1.1 (for SMC card) link and download the file.

Follow the upgrade instructions found in the IP Line Description, Installation and Operation NTP (553-3001-204).

For Succession CSE Release 2.0 systems, refer to the Upgrade Guide (553-3023-258) for procedures.

Once the IPL3.xx.xx Software application has been installed, proceed to the firmware upgrade in section 5.0 and 5.1

3.0 IP-Trunk

***Note**: This procedure requires a reboot of the SMC card. The card should be disabled before performing the upgrade.*

You do not have to upgrade the IP Trunk application load before performing the firmware upgrade. Proceed to the firmware upgrade in section 5.0 and 5.1

4.0 Miran III

***Note**: This procedure requires a reboot of the Miran card. The card should be disabled before performing the upgrade. An IP address needs to be configured on the Miran card before upgrading the firmware.*

You do not have to upgrade the Miran application load before performing the firmware upgrade. Proceed to the firmware upgrade instructions in section 5.0 and 5.2

5.0 8051XAController Firmware Upgrade

***Note**: Prior to upgrading the firmware on the card, please ensure that the card has been configured as a Leader or as a follower in an active Node. This does not apply for Miran III, please see Miran III Note.*

***Miran III Note**: Prior to upgrading the firmware on the card, please ensure that the card has an ELAN IP address configured (see NTPs). Use "Static" as the IP Address Method in Ethernet Configuration. Please make sure that other devices do not use the Miran III IP Address!*

Miran IIIExample:

```
                    - Ethernet Configuration -

                       Current Configuration
                       IP Address : 192.168.5.2
                      Subnet Mask : 255.255.255.0
                          Gateway : 192.168.5.1
                        IP Method : static

                         New Configuration

                IP Address : ->192.168.5.2    <-
               Subnet Mask :   255.255.255.0
                   Gateway :   192.168.5.1
                 IP Method :   static
```

If the card does not have an ELAN IP address configured, the upgradeXa command will return the following error message:

```
tUpgradeXa: Connecting to 127.0.0.1...
      S_iosLib_INVALID_FILE_DESCRIPTOR
```

The firmware is available free of charge and is retrievable from the Nortel Networks Electronic Software Delivery (ESD) web site. To access this web site, follow these instructions:

1. Access the www.nortelnetworks.com web site.
2. Select "Software Downloads" from the "Support" section. You will need to log on to gain access.
3. Under "Alphabetically" (located on the top right), select the letter "I".
4. From the list, Scroll to "IP Line and Internet Telephony Gateway(ITG) Line/Trunk". From there, select "Software".
5. Find, select and download the applicable file (only the most recent firmware will be listed Rel x.x):
   "SMC (Succession Media Card) Release x.x Firmware"
   Firmware file is SMCFWxx.BIN

Note:
Section 5.1 describes the firmware upgrade for SMC. Miran III firmware upgrade is described in section 5.2.

5.1 Firmware upgrade procedures SMC:

These can to be carried out from the card's CLI.

Step 1 Check the firmware version by entering:

```
IPL> firmwareVersionShow
```

Proceed to ***Step 2*** IF the firmware version is less than the current release.

Step 2 Log into the VxWorks shell, note the password is not displayed

```
IPL> vxWorksShell

login: windRiver
password: developer
value = 3802092 = 0x3a03ec = _shellHistSize + 0x4
->
```

Step 3 Depending on the location of the F/W file, enter one of the following commands. UserId and Password for the upgrade or ftp procedure are the SMC card shell login UserId and Password. For Succession systems use your LAPW level 1 UserId and Password; for Meridian 1 systems the default UserId and Password are "itgadmin","itgadmin". If you have changed the ShellPassword from the default you must use your chosen UserId and Password.

Option A: File is on a PC Card plugged in the card's faceplate in the folder <path>:

```
-> upgradeXa "127.0.0.1","userid","password","/A:/<path>","SMCFWxx.BIN"
```

Option B: Using a standard FTP client, FTP the F/W file to the gateway card using the card's ELAN IP address and the binary file transfer mode. Place the file in the card's /C: directory in folder <path>.

```
-> upgradeXa "127.0.0.1","userid","password","/C:/<path>","SMCFWxx.BIN"
```

Option C: File is on another SMC 's /C: drive (previously FTP'd there see option B):

```
-> upgradeXa "<other SMC ELAN IPaddr>","userid","password","<path>",
"SMCFWxx.BIN"
```

```
Example using Option C and firware version 6.5:

 -> upgradeXa "10.0.0.15","itgadmin","itgadmin","/C:/TMP", "SMCFW65.BIN"
```

Step 4 The upgrade process then prints out the following:

```
-> tUpgradeXa: Connecting to 10.0.0.15...
tUpgradeXa: connected to 10.0.0.15 OK
Upgrade packet:
0..100..200..300..400..500..600..700..800..900..1000..1100..1200..
1300..1400..1500..1600..1700..1800..1900..
tUpgradeXa: 8051XA Upgrade completed OK
tUpgradeXa: Reboot the pack to run new loadware
```

If these messages do not print out, the upgrade was not successful. Do not continue with ***Step 5*** but go back and try ***Step 3*** again.

Step 5 Reboot the card and check that the upgrade was successful by executing ***Step 1***.

5.2 Firmware upgrade procedures for Miran III:

These can to be carried out from the card's CLI.

Step 1 Check the firmware version

Miran III Example : To check the firmware version please use the System Informations.

Pack Administration->System Information

Hardware Configuration

```
                CPU : IXP-1200
      System Memory : 27 MBytes
Disk A: (External ATA) : Not Installed
Disk C: (Internal ATA) : 2631680 Bytes Free
```

Software Configuration

```
          Application : NTAG37AB
        Codec Driver : Version MC1.00
    8051XA Firmware : MC Firmware Rls 6.5
        DSP Version : 1.0 (A-Law)
         DSP Status : OK
         Time & Date Sync : Download disabled
```

Proceed to ***Step 2*** IF the firmware version is less than the current release.

Step 2 Reboot the Miran III card into the BootROM

To get into the BootROM the Miran III cards needs to be rebooted. At the location mentioned below enter jkl and the Miran III card will boot into BootROM. This might need several tries because jkl needs to be entered at the exact location in the boot-up sequence.

Miran III Example:

MC Firmware Rls 6.5
8051XA Firmware Version 4.5 8 February 2002
(C) Nortel Inc. 2001
EPLD Version: 3.0
32K External RAM detected
8K DPRAM detected
Dongle serial number: 10078159
All FPGAs are configured
All self tests have passed
SRAM test okay
SDRAM Addr test okay
SDRAM blank over
Early serial debug initialized
VxWorks System Boot
Copyright 1984-1998 Wind River Systems, Inc.
CPU: IXP1200
Version: 5.4
BSP version: 5.0
Creation date: Nov 22 2001, 18:21:11

Enter jkl to force boot to BootROM vxWorks prompt - Enter jkl

Step 3 Enter the following commands into the BootROM vxWorks shell

-> initMm
-> spawnMm

Step 4

The upgradeXa command parameters are the following:

```
upgradeXa "IP_Address","userid","password","path","File_Name"
```

Option A: File is on a PC Card plugged in the card's faceplate in the folder <path>:

```
-> upgradeXa "127.0.0.1"," itgadmin"," itgadmin","/A:/<path>","SMCFWxx.BIN"
```

Option B: Using a standard FTP client, FTP the F/W file to the gateway card using the card's ELAN IP address and the binary file transfer mode. Place the file in the card's /C: directory in folder <path>.

```
-> upgradeXa "127.0.0.1"," itgadmin"," itgadmin","/C:/<path>","SMCFWxx.BIN"
```

Option C: File is on another Miran III /C: drive (previously FTP'd there see option B):

```
-> upgradeXa "<other Miran ELAN IPaddr>","admin","admin000","<path>",
"SMCFWxx.BIN"
```

Example using Option B and firware version 6.5:

```
-> upgradeXa "10.0.0.15","itgadmin","itgadmin","/C:/", "SMCFW65.BIN"
```

Step 5 The upgrade process then prints out the following:

```
-> tUpgradeXa: Connecting to 10.0.0.15...
tUpgradeXa: connected to 10.0.0.15 OK
Upgrade packet:
0..100..200..300..400..500..600..700..800..900..1000..1100..1200..
1300..1400..1500..1600..1700..1800..1900..
tUpgradeXa: 8051XA Upgrade completed OK
tUpgradeXa: Reboot the pack to run new loadware
```

If these messages do not print out, the upgrade was not successful. Do not continue with ***Step 6*** but go back and try ***Step 4*** again.

Step 6 Reboot the card and check that the upgrade was successful by executing ***Step 1***.

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NORTEL

Product Bulletin

Bulletin Number: P-2006-0124-Global
Date: July 6, 2006

INSTALLATION STEPS re Updated Matrix Dependency Lists for *Communication Server 1000 Release 4.5 Systems

REVISION HISTORY

Date	Revision #	Summary of Changes
July 6, 2006	Original bulletin	This is the original publication (also sent via Clarify Bulletin).

Introduction

This bulletin is to communicate the updates that will be available to provide you with '**realtime**' Dependency Lists for Communication Server 1000 systems on **Release 4.5 Software** (X21 Release 4.50W). These updates, however, do require the process steps to be followed in order to deliver this functionality appropriately.

The Release 4.50W DepList update will be available for download from the Enterprise Solutions PEP Library (ESPL) **as of July 7th, 2006. (end of day).**

NOTE: PLEASE REFER TO INSTALLATION STEPS BELOW.

Main Topic

Since the introduction of Release 4.5 software, all of the Generally Applicable (GEN) and Emergency (EMG) status patches were automatically delivered via the DepList zip file in order to provide 'realtime' Dependency Lists at the time of download from ESPL. This enhancement was made to ensure the DepList zip file contained all of the current recommended patches at the time of download for your maintenance schedule. Until this time, the up-to-date patches were delivered outside of the index file as 'user-selected' patches.

This DepList update will now deliver all of the GEN and EMG patches automatically to the DepList Index file in order to provide the functionality that benefits the ease of management for all your Call Server, Signaling Server and Media Card patch requirements.

The following modifications that were delivered for Release 4.0 have now been addressed for Release 4.5 DepLists:

1. The Date and Time stamp will be shown via the MDP ISSP printout in order to indicate when the DepLists were created and provided to ESPL. The Date/Time will change only in the case that a patch or patches have been added, changed or removed. It is advised to maintain your maintenance schedules per your customer contracts; however any addition of an Emergency (EMG) patch will require an update in a more timely manner.

For Example (ovl 143):

```
>mdp issp

CALL SERVER/MAIN CAB
VERSION 2121
RELEASE 4
ISSUE 50 W +
DepList 1: core Issue: 2 (06/05/03:12:30EST)   (representing yy/mm/dd:time)
```

2. MDP Refresh Command can now handle obsolete patches when the superceding patch is included in the DepList zip file.

3. LD 143: MDP Refresh now indicates where the conflicts are on any TTY. Modifications have been made to correct the print out information to output any conflicting patches when you are not on the core system TTY port (ie. connected to a configured MSDL card). Previously some of the 'progress' messages for the 'MDP Refresh" were not shown on the TTY/Screen, they were only shown on the main TTY.

Installation Steps Required

Prior to installing theses DepLists, please follow the process steps outlined below when up-issuing from Release 4.50W Core DepList Issue 00 or Issue 01 to Issue 02 (or higher) the first time only.

1/ Save any customer user-specific patches to a disk or make note of the listing to ensure the patches are added to the new DepList zip file. This will be important for any **ACT** status patches currently installed since they may not be publicly available in ESPL. Using the MIRCC tool can help to determine the ACT/LTD status patches required.

2/ Download the current Release 4.50W DepLists applicable for the target system (**effective July 7, 2006,** onwards). Ensure any required customer specific patches are selected via the DepList Search Menu for addition to the zip file. These patches will be shown as LTD status and will be shown as user-selected patches via the issp print-out after installation.

3/ IMPORTANT: **Installing the zip file**: The **MDP INSTALL command should be used** in order to update the Release 4.5 Dependency Lists. The MDP Install command will ensure all GEN and EMG status patches are delivered via the Index file and will avoid any conflict issues. Note: Element Manager uses the 'Load and Activate' menu which is based on the Refresh functionality.

If the MDP REFRESH command is used; or in using Element Manager, any Obsolete or Defective patches will not be removed and will remain as User-Selected patches identified in the ld 22 print-out or mdp issp print-out. This can cause conflicts to arise with any future DepLIst up-issues. To resolve any future conflicts if the Refresh was performed vs INSTALL, copy and paste the 'mdp issp' printout within the Baseline MIRCC tool to determine which patches are now Obsolete or Defective. These patches will need to be removed from the system via POOS/POUT commands in pdt.

The Install functionality is required only to install Release 4.50W, issue 2 (or higher) for the first time which will address the MDP.O version update. Any future downloads can follow the recommended process (using MDP Refresh command).

Note: The Integration Bulletin will no longer be applicable due to the automatic updates to deliver the current patches. The Release 4.50W DepLists will be delivered as Issue 2 in order to determine the current mdp.o version only. The DepList creation date and time should be used where troubleshooting is required. The Date and time stamp will be shown via the MDP ISSP commands in the overlay printout.
The Issue of the DepList will change only if there is new or changed functionality delivered via the mdp.o file.

Access to Dependency Lists via Enterprise Solutions PEP Library (ESPL)

The website address for ESPL is: http://www.nortel.com/espl
Access to the Enterprise Solutions PEP Library requires a Distributor account and password.

Once logged onto ESPL, go to: **PEP Dependency Tools**

"**X11/X21 Product PEP Dependency Lists/Paks**" - CLICK HERE

Release 4.50W for Call Server:

Choose the applicable Generic – **X21**
Release **04** and Issue **50W**
Select List Type: Choose **All List Types**
Select applicable Machine Type (CPT, CPP, PP4, SSC)

NOTE: With Release 4.0 and higher – all DepLists applicable to CPP systems will include the SSC DepLists as default as required for the IP Media Gateways of the CS 1000E systems. For other CPP systems, the SSC PEPs will remain in the SSC directory and will not be installed. The SSC DepList checkbox can be unchecked, (if desired) for CPP systems that do not have IP Media Gateways.

It is important to rename the Call Server DepList zip file downloaded from ESPL to the 8.3 format naming convention prior to installing on the target system (i.e. ssc450w2.zip).

Signaling Server and Media Card Software Upissue - Release 4.50.88

The Signaling Server and Media Card releases now provide the Matrix DepList functionality as used with the Call Server. It is recommended to up-issue to this current release. Refer to Product Bulletin #P 2006-0089, Rev.1 provided on the PIC as well as the updated DepList User Guide posted on ESPL for details.

Signaling Server Release 4.50.88:

Choose Generic – **SS** Release **4.50** Issue **88**

Select List Type: Choose **All List Types**
Select Machine Type: **ISP1100**

IP Line Release 4.50.88:

Choose Generic – **IPL** Release **4.50** Issue **88**

Select List Type: Choose **All List Types**
Select Machine Type: **ITG-P or SMC**

Meridian ISSP Report and Conflict Checker (MIRCC): NEW functionality will soon be available for Release 4.0 and higher. In order to use the NEW DELTA DepList functionality via MIRCC Tool with Release 4.5 software, you will need to be at Release 4.5 DepList Issue 2, or later. A product bulletin will be distributed soon to communicate these updates.

References and Related Documents

- Product Bulletin (P 2006-0089, Rev.1) - Communication Server 1000 Signaling Server Up-Issue (4.50.88)
- **NEW!!** Updated Matrix Dependency List User Guide (X21 Rls 4.0 and higher) – located on the Enterprise Solutions PEP Library (ESPL) under the menu item 'PEP Dependency Tools'

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NORTEL

CallPilot Release 2.02 Service Update 4
Date: 31 January 2005

Service Update 4 for CallPilot 2.02

Description:

This package contains Service Update 4 (SU04) and all General Available CallPilot 2.02 PEPs required to be installed on a server that has been installed with, or upgraded to CallPilot 2.02 (02.01.27.05).

CP20127SU04S CallPilot Server Software CP2.02 SU04:

Service Update 4 includes all CallPilot 2.02 SU03 (excluding Security Updates) plus many other fixes and enhancements to the CallPilot Server software. For a detailed list, please refer to the section "List of Fixes and Enhancements included in Service Update 4" at the end of this document.

CP20127SU04S now becomes a prerequisite for installing all future PEPs on CP2.02 until the introduction of SU05.

It is recommended that all Application Builder Clients be upgraded to version 03.03.06.02 using PEP CP300S00G01A. Application Builder version 03.03.06.02 is compatible with CallPilot 3.0 and CallPilot 2.02 SU02 and later.

PEPs for CallPilot Server (inside this package)

This SU contains the following General and Limited Available CP2.02 SU04 PEPs.

General Available CP2.02 SU04 PEPs:

PEP Name	CR	Title
CP202S04G21S	Q00942091	TSP memory corruption causes call processing outage
	Q00967809	AML TSP crashed, error 42803 logged in the system event log file
	Q01023311	CallPilot RNA: System Monitor shows both DSPs and DSOs Idle
CP202S04G16S	Q00959365	Getting Ring-No-Answer on Multimedia ports with SCCS integration
CP202S04G17S	Q00985163	Administrator with only User Administration rights can not modify users
CP202S04G20S	Q01034978	Files are skipped during user backups

	Q00983823	Application Archiving is failing on daily archive
	Q01057676	Application Builder rings once and drops

Limited Available CP2.02 SU04 PEPs:

PEP Name	CR	Title
CP202S04L06S	Q00776186	Server outage when saving application
CP202S04L08S	Q00862676	Delayed answering on CallPilot - enhancements required in LDAP

For more details on the individual PEPs, please refer to the readme.txt file included with each PEP.

Installing SU04:

Please read this section in its entirety before proceeding.

PEP CP20127SU04S is intended to be installed on a CallPilot Server running CallPilot 2.02 software (build 02.01.27.05).

Note 1:

You can install both PEP CP20127SU04S and CallPilot Manager (CP202S04G18C or later) on the CallPilot Server at the same time. Just follow the instructions below.

The readme.txt file contains short instruction on how to install both PEP CP20127SU04S and CallPilot Manager (CP202S04G18C or later) on the CallPilot Server. You can use this document or the readme.txt file as a guide to install PEP CP20127SU04S and CallPilot Manager.

Note 2:

Ensure there is a recent backup available prior to installing this Service Update. It's always recommended that a backup be performed (or split RAID) just prior to performing any server maintenance activity to ensure the most recent customer data is available should a restore be needed.

Note 3:

PEPs that are in the Limited and Restricted status are removed during the installation of CP20127SU04S. The associated version of the limited or restricted PEP with CP20127SU04S will have to be installed once the installation of CP20127SU04S is complete.

SU03 Version	SU04 Version
CP202S03R31S	CP202S04R19S
CP202S03L01S	CP202S04L06S
CP202S03L03S	CP202S04L07S
CP202S03L11S	CP202S04L08S

This PEP installs Service Update 4 and the following PEPs on the following CallPilot platforms:

- Target platforms - 200i, 201i, 702t, 1001rp:
  - ✓ CP20127SU04S
  - ✓ CP202S04G21S
  - ✓ CP202S04G16S
  - ✓ CP202S04G17S
  - ✓ CP202S04G20S

- Target platforms - 703t, 1002rp:
  - ✓ CP20127SU04S
  - ✓ CP202S03L06S
  - ✓ CP202S03L08S
  - ✓ CP202S04G21S
  - ✓ CP202S04G16S
  - ✓ CP202S04G17S
  - ✓ CP202S04G20S

Step by Step instructions for installing PEP CP20127SU04S and CallPilot Manager on the CallPilot Server:

→ The installation of PEP CP20127SU04S should take place from the D:\TEMP folder:

- If you are going to install SU04 using the PEP CD (NTUB43AE), copy the CP20127SU04S folder to the D:\TEMP folder.
- If you are going to install SU04 using the Enterprise Solutions PEP Library (ESPL), then download CP20127SU04S.exe from ESPL and unzip the CP20127SU04S.exe to the D:\TEMP folder.

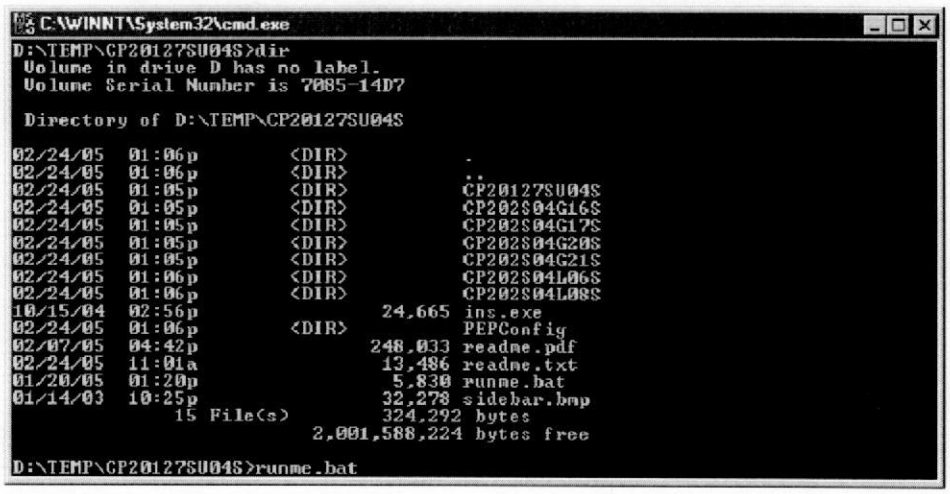
→ The installation of CallPilot Manager should take place from the D:\TEMP folder:

- If you are going to install CallPilot Manager using the PEP CD (NTUB43AE), copy the CP202S04G18C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP202S04G18C.exe from ESPL and unzip the CP202S04G18C.exe to the D:\TEMP folder.

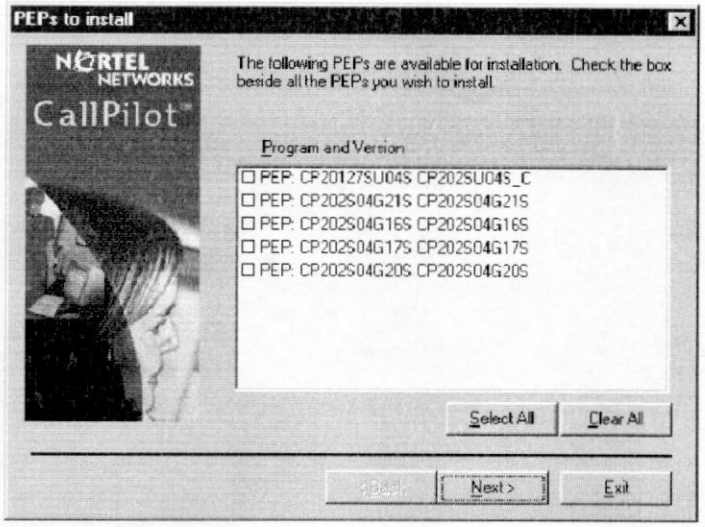
Installing PEP CP20127SU04S

1. Close all programs currently executed on the CallPilot server.

2. Open the command window and change the current folder to the D:\TEMP\CP20127SU04S folder.



3. Launch the RUNME.BAT included in the D:\TEMP\CP20127SU04S folder to start the installation.



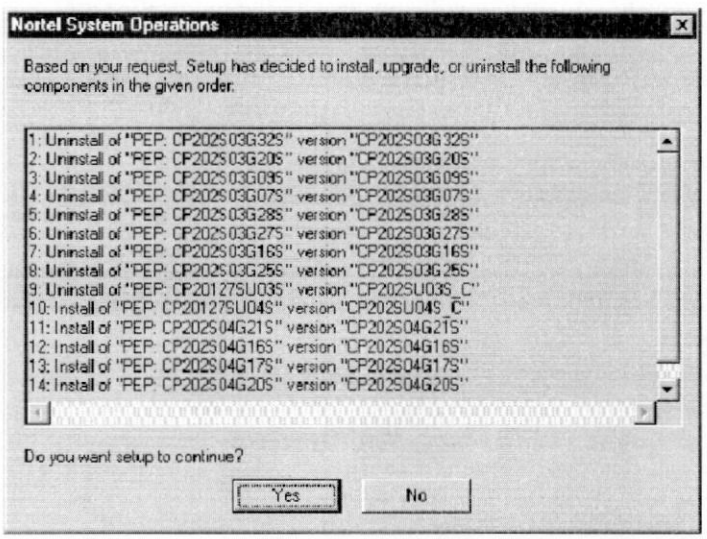
4. You will be prompted to select the PEP to be installed. Click on the "Select All" button. A list of PEPs to install on your CallPilot can be different from the list on the picture.

Note:

→ If PEP CP202S03R21S, CP202S03R26S or CP202S03R31S is installed do not select PEP CP202S04G21S.
PEP CP202S04G21S is not a replacement for PEPs CP202S03R21S, CP202S03R26S or CP202S03R31S.
PEP CP202S04R19S must be installed after the CP20127SU04S install is complete.

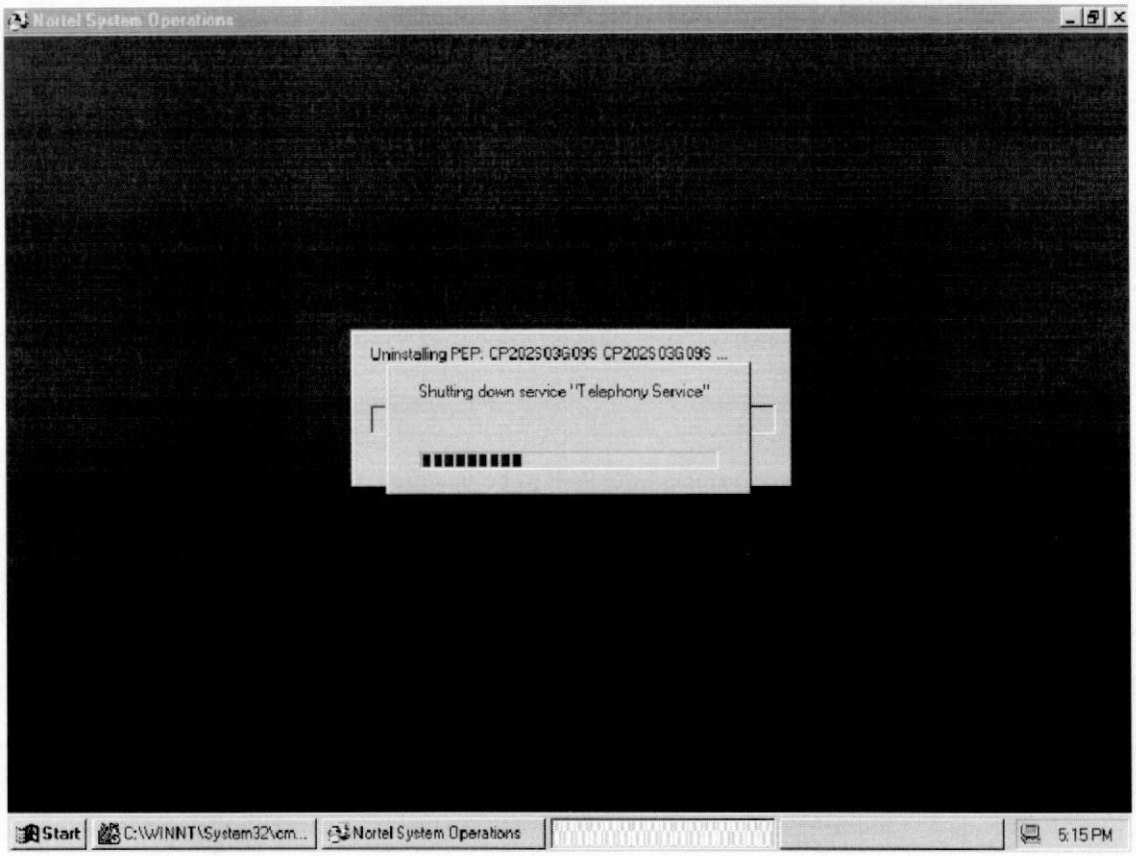
5. Click on the "Next" button to continue.

The setup routine will analyze a set of installed PEPs, you will be prompted to uninstall the previous PEPs and SU.



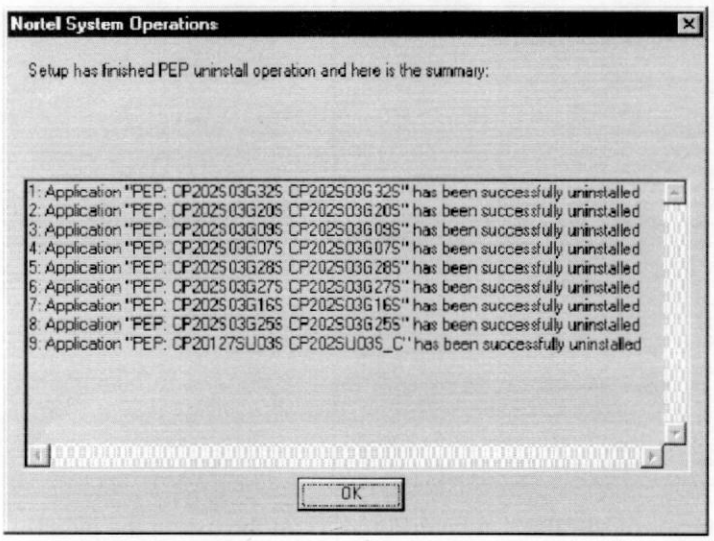
A list of PEPs to uninstall on your CallPilot can be different from the list on the picture.
6. Click on the "Yes" button to continue.

Setup starts to uninstall PEPs.

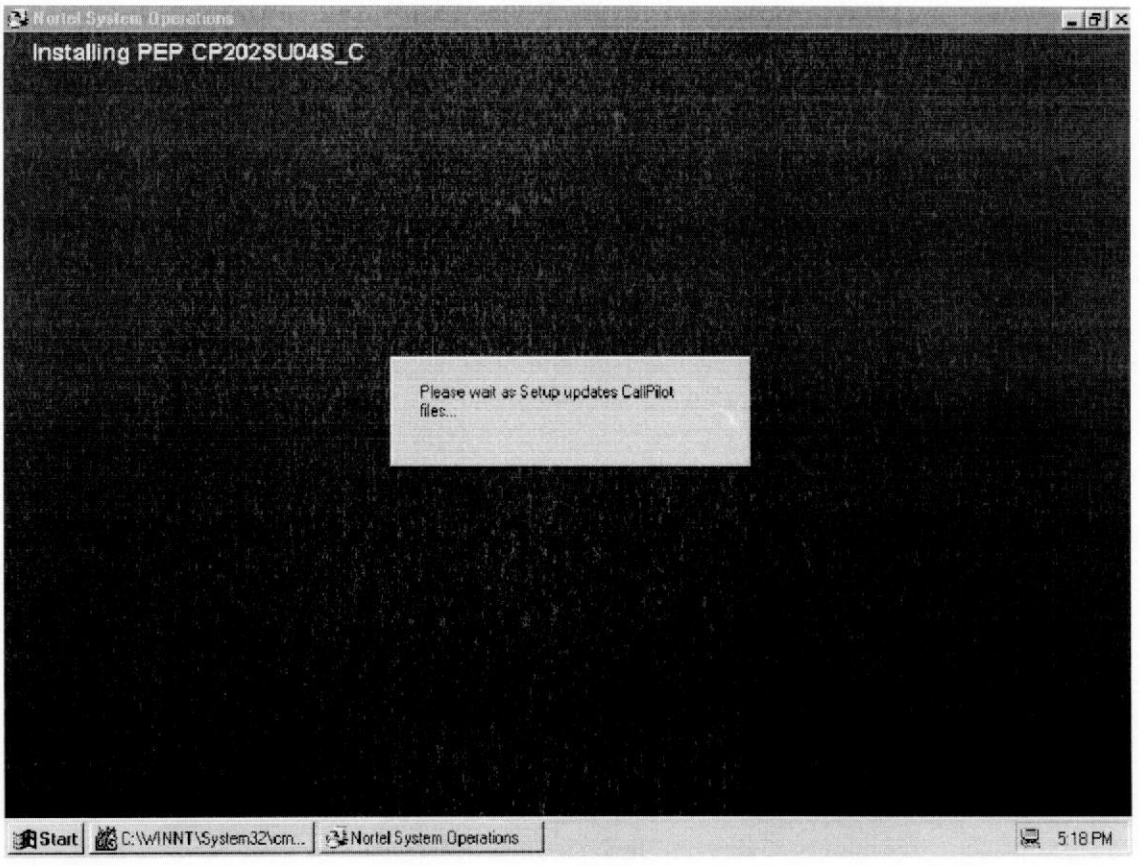


Please wait while the uninstall process completes.

Once the uninstall process completes, a window will appear with the uninstall status.

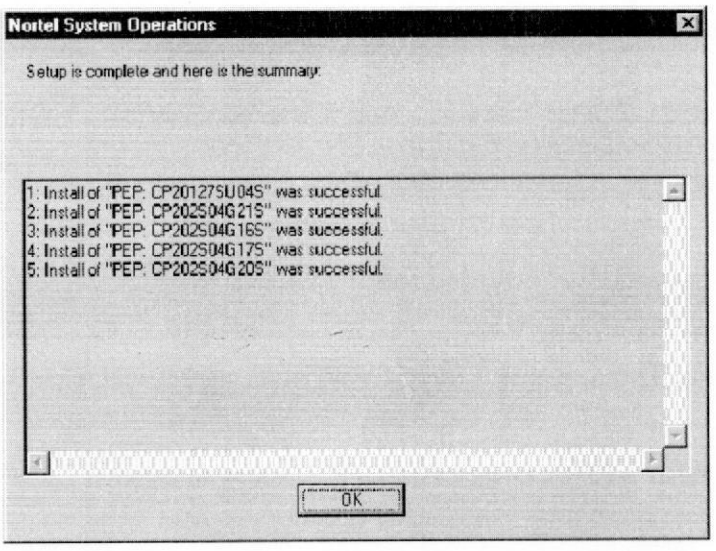


7. Click on the "OK" button to start of SU04 and PEPs on top of SU04 installation.



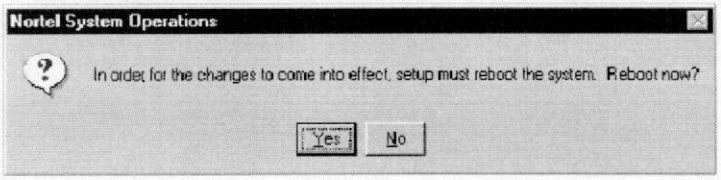
Setup starts to install SU04 and PEPs on top of SU04. Please wait while the installation process completes.

Once the install process completes, a window will appear with the status of the install operation.



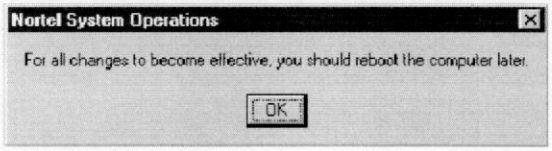
8. Click "OK" to continue.

You will be prompt that a reboot of the server is required.



9. However, if you plan to install the latest CallPilot Manager (CP202S04G18C or later) on the CallPilot server, click on the "No" button to proceed without rebooting.

A reboot is required after the installation of SU04 unless also installing CallPilot Manager on the CallPilot Server. If not installing CallPilot Manager, proceed to the "Final reboot" step.

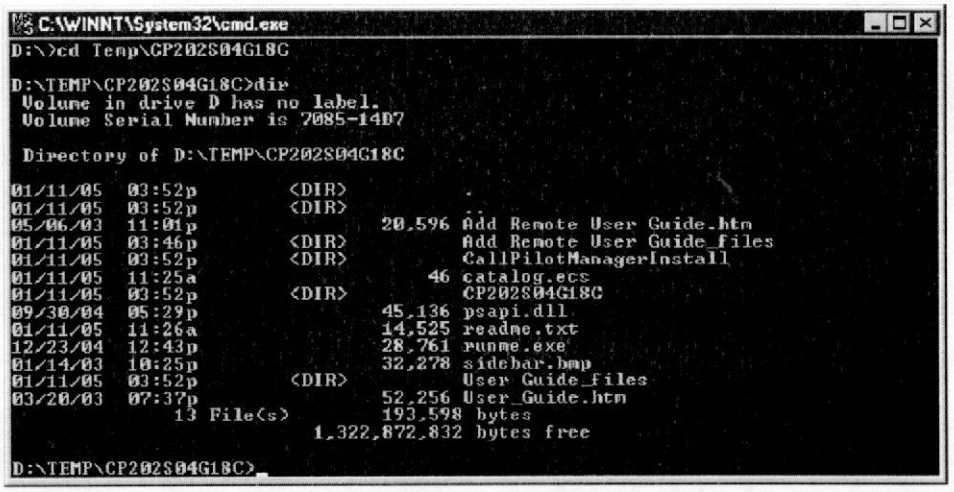


9. Click on the "Ok" button not to reboot.

Installing CallPilot Manager on the CallPilot Server

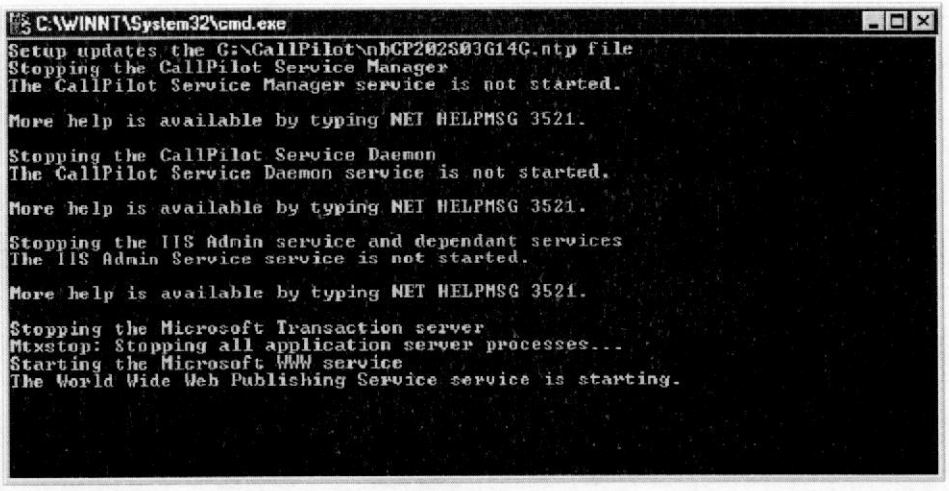
1. Disconnect all browsers currently connected to CallPilot Manager.

2. Change your current folder to the D:\TEMP\CP202S04G18C folder.

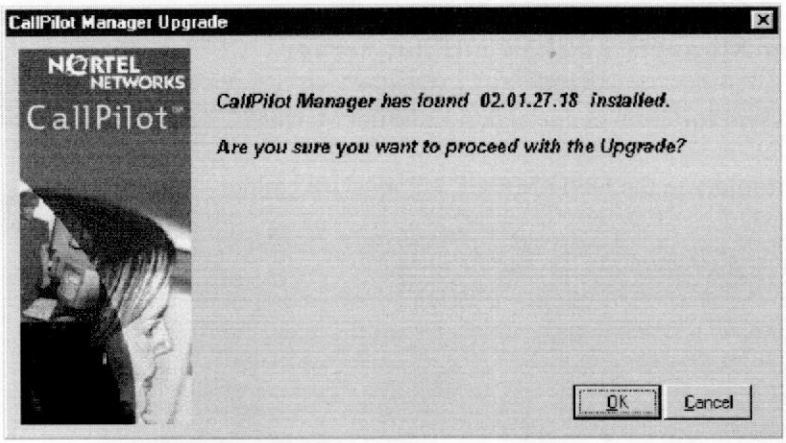


3. Launch the RUNME.EXE file included in the PEP CP202S04G18C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.

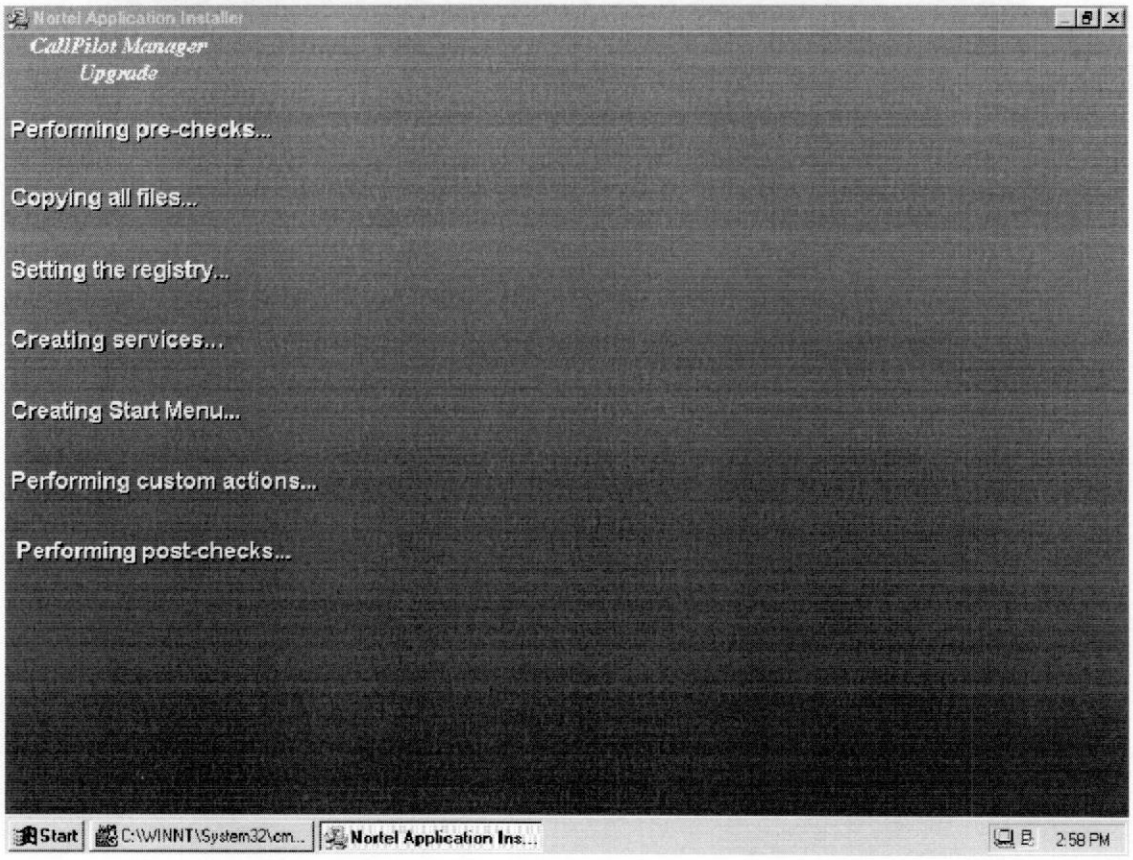


Please wait, it could take several seconds for the CallPilot Manager Installer to start.



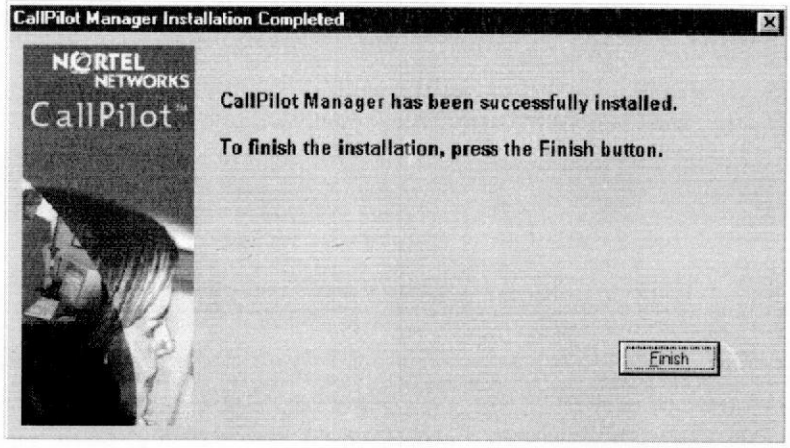
You will be prompt to upgrade the previous version of CallPilot Manager.
4. Click on the "OK" button to proceed.

Setup starts the installation of CallPilot Manager.

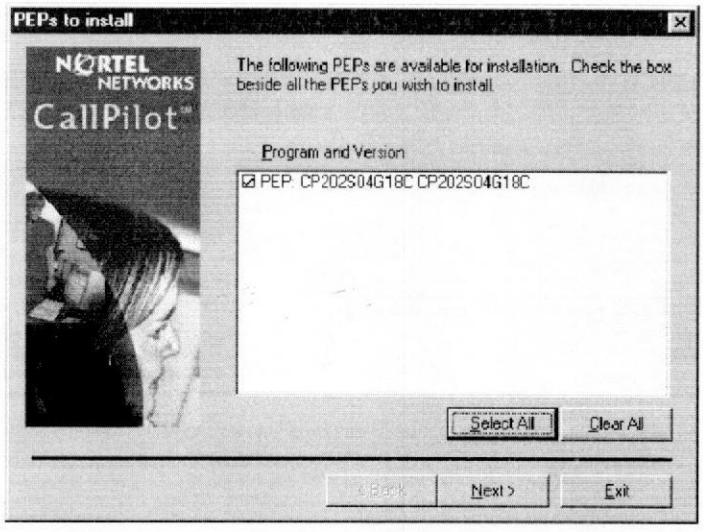


Wait for the installation to complete.

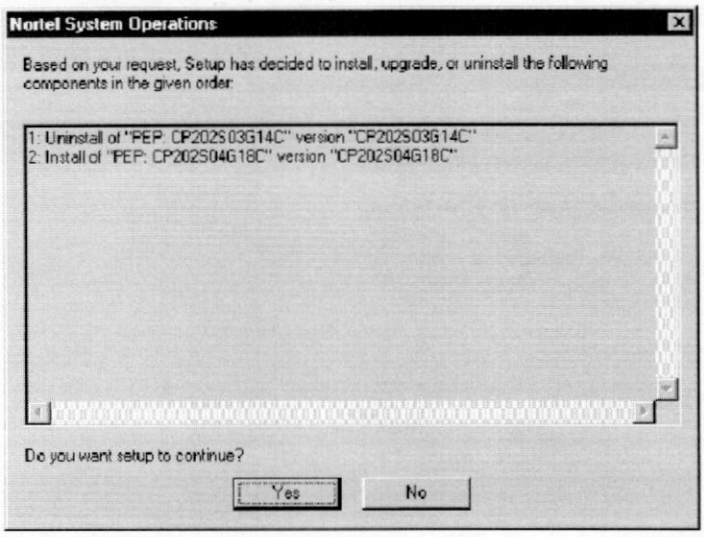
Once the install process completes, a window will appear with the status of the install operation.



5. Click on the "Finish" button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.



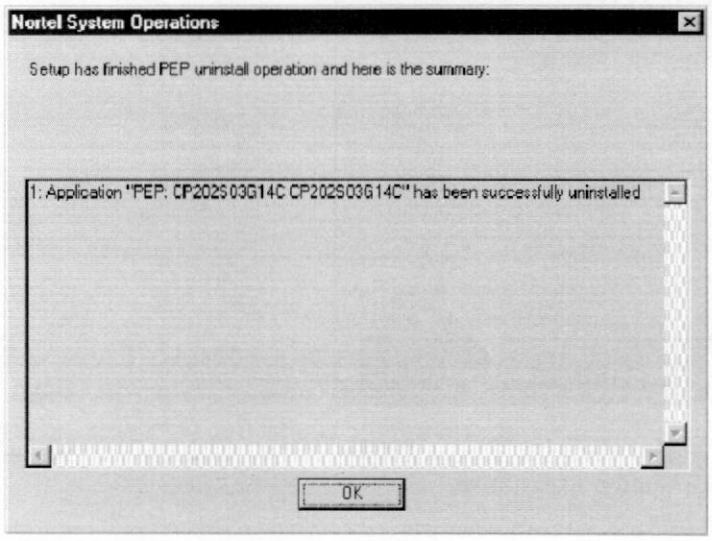
6. Click on the "Select All" button, the item "PEP: CP202S04G18C CP202S04G18C" will be checked. Click on the "Next>" button to continue.



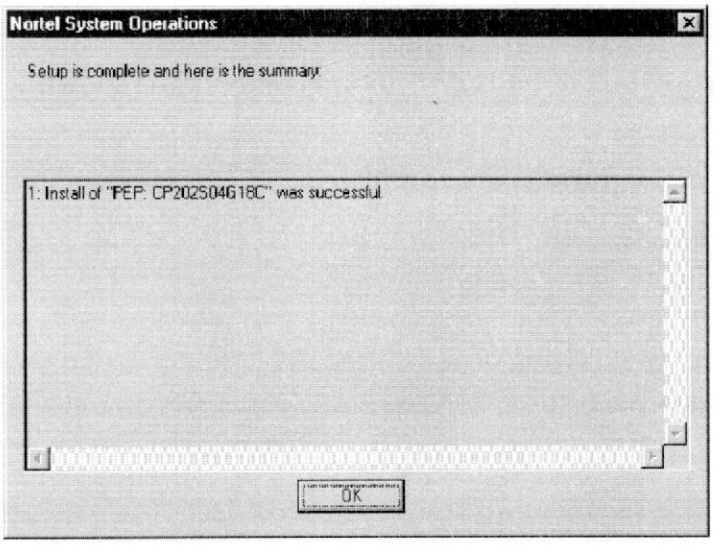
If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.

7. Click on the "Yes" button to proceed.

Wait for deregistration to complete.



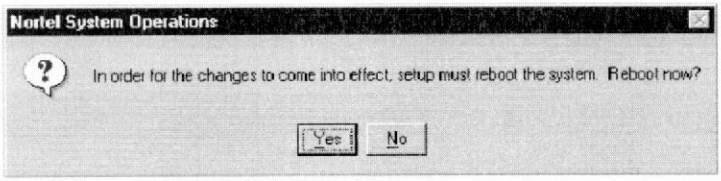
8. Click on the "OK" button to start the registration of CP202S03G05C.



9. Wait for the DMI Viewer Registration to complete. Click on the "OK" button.

The final reboot

You will be prompt to reboot the CallPilot server.



1. Click "Yes" to restart the CallPilot Server.

2. After rebooting, delete the CP20127SU04S and CP202S04G18C folders from D:\TEMP directory

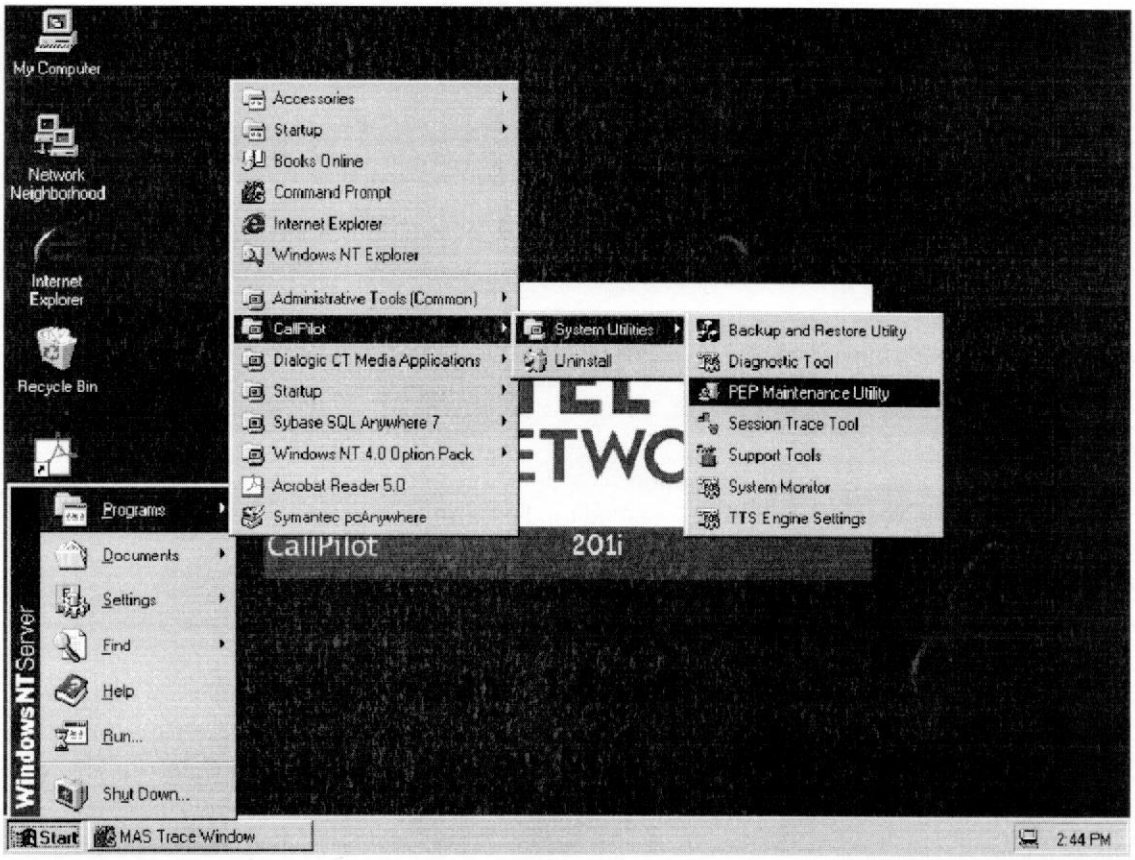
CallPilot 2.02 Service Update 4 (CP20127SU04S) replaces the following PEPs:

- CP20127SU03S
- CP202S03G04S
- CP202S03G05S
- CP202S03G06S
- CP202S03G07S
- CP202S03G09S
- CP202S03G10S
- CP202S03G12S
- CP202S03G16S
- CP202S03G17S
- CP202S03G19S
- CP202S03G20S
- CP202S03G22S
- CP202S03G25S
- CP202S03G27S
- CP202S03G28S
- CP202S03G29S
- CP202S03G32S

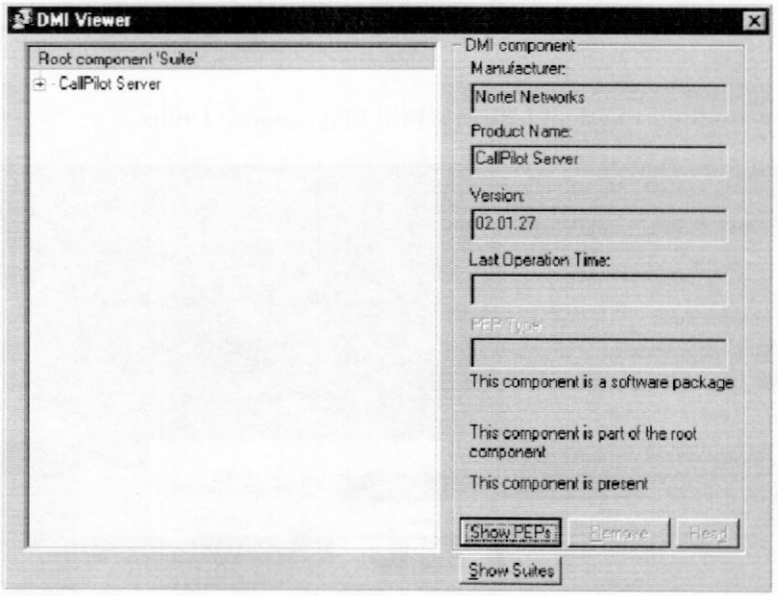
The replaced PEPs will be automatically uninstalled when CP20127SU04S is installed.

Uninstall:

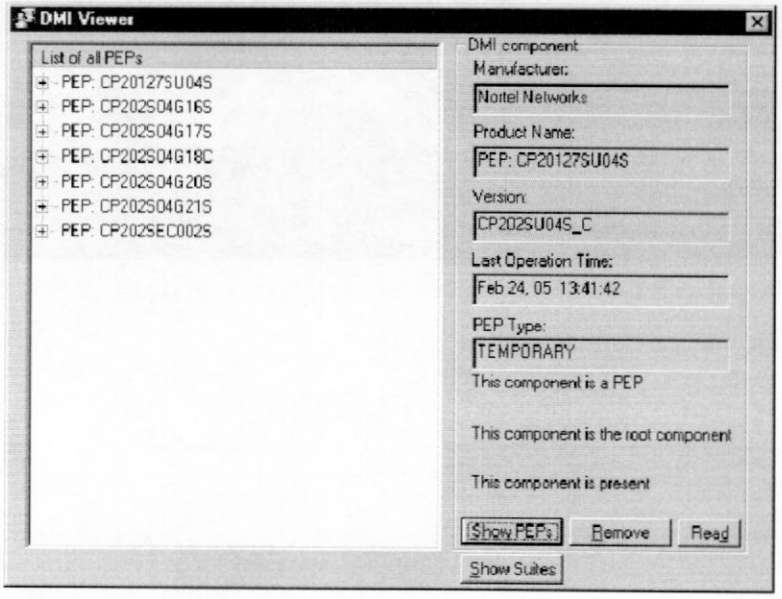
Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.



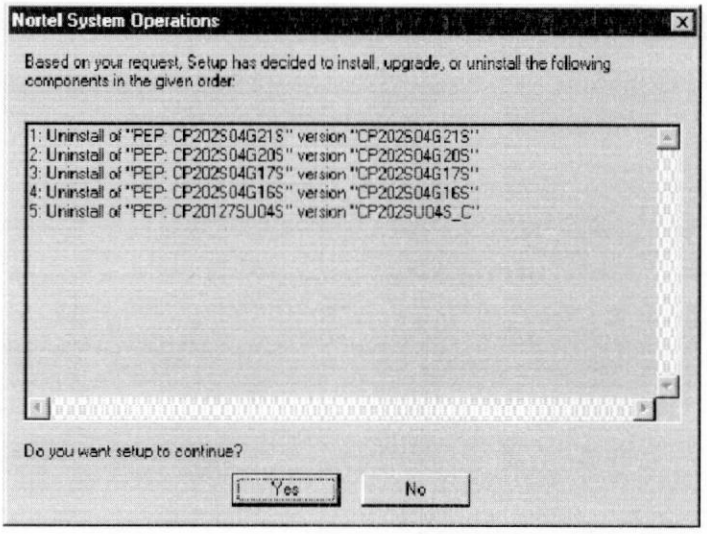
The DMI Viewer starts.



Click on the "Show PEPs" button.
DMI Viewer shows all PEPs installed on the CallPilot Server.

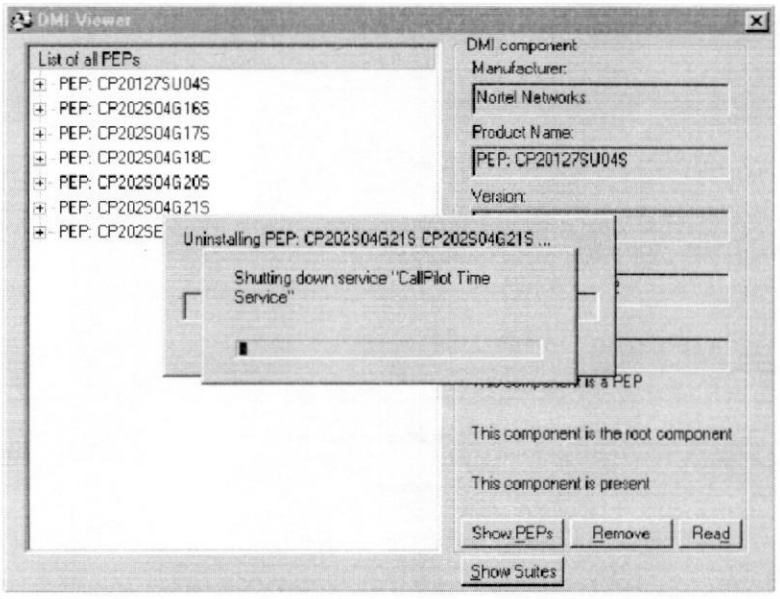


Select all of the PEPs you want to uninstall, and click Remove.
(For example: CP20127SU04S).
The "DMI Viewer Uninstall request" window will be appeared.

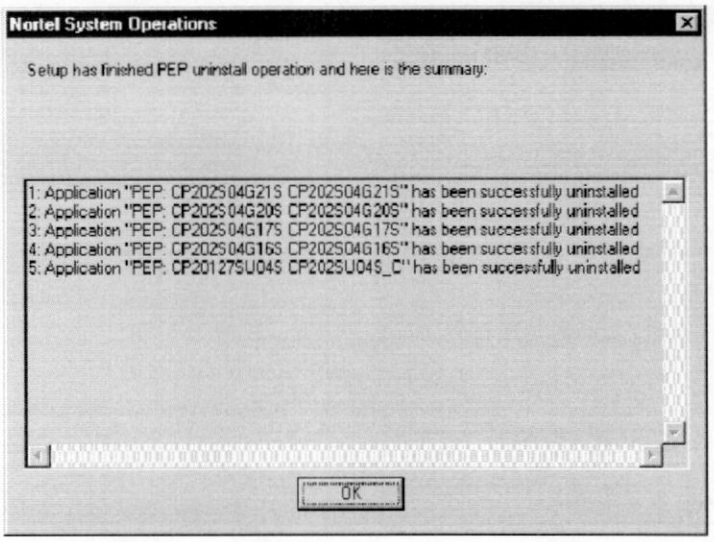


You will be prompted to uninstall the SU04 and all PEPs on top of SU04.
Click on the "Yes" button.

The DMI Viewer will start to uninstall all PEPs on top of SU04 and SU04.

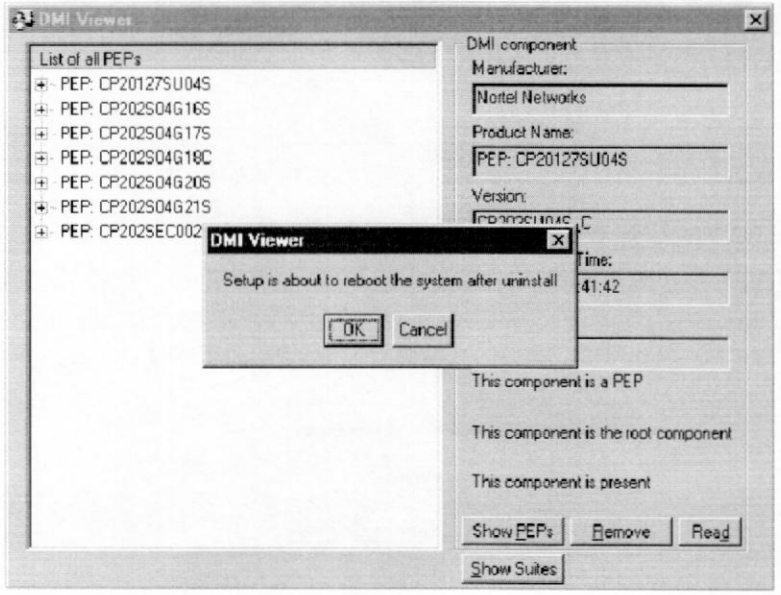


Setup starts uninstalling PEPs and CP20127SU04S. Wait while the uninstall process completes.



A window will appear with the status of the uninstall operation.
Click on the "OK" button to continue.

You will be prompt to reboot.



Click on the "OK" button to reboot the CallPilot server.

List of Fixes and Enhancements included in Service Update 4:

The following fixes and enhancements are addressed with CP20127SU04S:

CR	Title
Q00372624	ACCESS will not accept file names over 13 characters from AppBuilder
Q00518347	Language Tool: Uninstall of a Language fails to complete
Q00614089	CallPilot Manager will not block ability to backup to CallPilot server
Q00684531	Session trace support tool takes up to 10 minutes to launch
Q00696287	Archive will not be listed for restore if there are no voice files in it
Q00708444	System Monitor tool will show the PEPs installed on the system
Q00746919	Full system backup to remote disk fails - Error 41809
Q00807804	Config Wizard alters TCP/IP settings
Q00863903	Hacker Monitor will not work for the selected mailbox
Q00872187	Application Builder Move utility fails to work correctly
Q00879698	Primary and Extension DNs are swapped after saving user properties
Q00882247	Cannot Toggle Language Block When Logged in as 000001
Q00885192	RTN should always connect to a defined SMTP proxy server
Q00888954	Backup tape will not correctly record users archive but reports successful
Q00897117	Restore deleted users got web page problem
Q00898435	Email By Phone (EBP) causes SLEE Crash Upon Retrieval of Messages
Q00922048	System allows two Admin accounts to be created
Q00778894	Event code 54577 and others w/ severity "Unknown" causes "???" in hex display
Q00825413	CallPilot SNMP generates trap when event Severity=Unknown
Q00887974	CallPilot - re-register to SCCS (CCS100) fails after CLAN failure
Q00895378	MTA stability improvements
Q00899004	AOS overloads system memory
Q00905640	Memory leak in the nmimap process
Q00920286	MTA fails to send messages
Q00922620	Scheduler exception in MTA causes broadcast message delivery failures
Q00922865	MTA events when sending message to an empty SDL
Q00929931	Users are unable to record any greetings with CallPilot Manager Player
Q00946968	ConfigWizard fails after CallPilot 2.0 upgrade from SU02 to SU03
Q00948846	5 digit keycode value is truncated in System Monitor
Q00592068	CallPilot 1.07 to 2.0 Upgrade. "CP 1.07 Server" is still in Add/Remove Programs
Q00850013	After migration from Meridian Mail, unable to open user if last name is not configured
Q00909486	Platform migration appears to fail with unexpected exception in DLL
Q00927092	False alarm for Event 36027: Database is 100% full
Q00959966	Events 55045 and 55046 added into Fault Manager
Q00902745	Several warning event 40254s in application logs
Q00918163	Event 58534 is seen in the Windows NT Application Event log
Q00931356	R&R AML Trace Enhancements
Q00933261	ELAN Issues Preventing CallPilot to Boot
Q00937327	Notification server consumes more than 90% CPU
Q00939071	Migrate.exe version 3.2.1.0 Application error version 3.2.1.0 EVENT 1000
Q00954025	Messages deleted from telset are still there in 2nd login
Q00955276	Events 36027, 36033 should be modified
Q00776665	LDAP leaking Memory

Q00840397	Restore CallPilot from FSB skips the file "D:\Nortel\Data\schemamap"
Q00859634	During 40 channel load test due to play problem in MAS resources SLEE crashes
Q00888949	System becomes inoperative after restore of backup with different version
Q00977032	Event descriptions should be updated in the CallPilot Manager
Q00942091	TSP memory corruption causing call processing outage
Q00966310	Unable to login to Desktop Messaging when password is due to expire
Q00982422	AppBuilder Applications inaccessible and unavailable after SU03 was applied
Q00988007	Network wide broadcast messages fails to be delivered
Q00901042	Voice Item Maintenance fails to record for the full allotted time
Q00996757	Infinite loop in Version Manager because of data corruption

ACD	MAXP	NCFW	IVR	ALOG	PWC
7000	8	0	YES	YES	NO
7001	1	7500	NO	NO	YES
7010	1	0	NO	NO	NO
7002	1	7500	NO	NO	YES
7003	1	7500	NO	NO	YES

~~7755~~

CDN	DEDN
7500	7010
6000	

PORT USER
RDN 7500
Modem 7000

CASUAL
7000 performance

READ ME FIRST

UPGRADE INSTRUCTIONS

PO747138
Issue 1.0

READ ME FIRST

UPGRADE INSTRUCTIONS

PO747138
Issue 1.0

NORTEL
NORTHERN TELECOM

Magellan

Magellan DPN-100 for Data Networking Solutions

The enterprise data networking goal is clear.

It is a unified, highly reliable and cost efficient networking environment. It is a network that is easy to manage, change and grow as it adapts to meet new business applications and challenges. And it provides the freedom to use whatever data processing platform an organization might choose, while protecting existing data networking investments.

It is a clear goal, but one that few vendors can deliver.

The Business Challenge

In industries where the flow of information is critical to the operation of the business, the data network infrastructure is rightly regarded as one of the most strategic assets of an organization. In making the most of these strategic assets, network operators face many challenges in meeting the escalating demands of their users.

Cost pressures

Network operators are under increasing pressure to reduce operating and facility costs. At the same time, they must ensure the networking infrastructure will support the growing traffic demands of network users.

Independence

Decisions concerning data processing applications and platforms should reflect the business objectives of an organization, rather than the inherent limitations of its proprietary or specialized data network. In order to achieve this, it must be possible to make decisions about applications platforms independently of the network infrastructure.

High availability

Networks must be inherently reliable and available. If a critical network goes down, the impact upon revenues and productivity can be catastrophic. The organization increasingly depends on the network's ability to deliver network traffic to end users, on time all the time.

Smooth evolution and growth

Finally, today's networks need to be designed to meet the challenges of tomorrow. They must be capable of growing dynamically to meet changing business needs, and evolve to encompass new technologies. Networks must be able to handle growth and change without affecting the network availability to other users.

These are the business challenges for today's data networks.

Responding to the Challenge

As part of the Magellan family, DPN-100 is a frame switching based enterprise data network. Its standards based architecture supports a wide range of computing equipment and applications. With DPN-100 you can consolidate multiple proprietary networks into a unified, networking environment.

Its robust architecture allows you to deliver unparalleled user availability 24 hours, 7 days a week.

The Magellan DPN-100 Advantage

With three generations of DPN product development and over 15 years of experience in designing and building DPN-100 data networks for organizations world-wide, Northern Telecom is recognised as the global leader in packet and frame switching technology. The reasons for this are clear.

Cost savings through network consolidation

With DPN-100, substantial cost benefits can be gained from consolidating multiple discreet networks into a single, enterprise-wide data network. The DPN-100 network also minimises the total bandwidth requirement by dynamically sharing bandwidth among applications. Along with the efficient frame-based trunking, this dynamic sharing translates directly into savings on expensive facilities such as line costs.

While multiple applications networks require a substantial commitment of skilled personnel, a unified DPN-100 data communications networking and integrated network management environment requires a much smaller resource commitment. This frees up valuable technical resources to spend more time attending to the needs of users, rather than the day to day maintenance of the network.

Smooth growth and evolution

The inherent scalability of the DPN-100 architecture allows for virtually unlimited growth of an organization's data network. There are only a few basic modules used to build DPN-100 networks. They can be upgraded in small, modular increments. Network changes and the incorporation of new technologies can be accommodated easily and smoothly without disruption to the rest of the network. This means that organizations can achieve a long

network life and an exact fit to meet their present needs, rather than having to deliberately over-engineer the network to meet future requirements.

Independent networking

With the DPN-100 network, applications and applications platforms can be added without building a new networking infrastructure. The independence given by the DPN-100 network is based on support for a wide range of international, de facto and industry standards and protocols. It reflects Northern Telecom's leadership role in the development of standards as well as a continuing commitment to emerging standards. It means that Northern Telecom's customers are consistently among the first to benefit from new developments in open systems networking.

Maximum network availability to users

Users testify to the proven reliability of the DPN-100 solution. With availability of up to 99.999%, DPN-100 provides a network infrastructure that meets the availability requirements insisted upon by demanding users such as banks, airlines and the military.

This high availability reflects DPN-100's fault tolerant hardware and software architecture. Its modularity means that upgrades can take place dynamically without disrupting the network availability to other users. DPN-100 has an extensive range of networking features which can deliver this high reliability, including: instantaneous non-disruptive rerouting around failures, call redirection, hunt groups, and automatic dial backup. Meanwhile, the redundancy of key components means that the DPN-100 network will always be there when it is needed.

Enhanced SNA networking

DPN-100 provides an effective set of capabilities to enhance both the performance and availability of an SNA-based network. Innovative networking solutions using DPN-100 can improve the response time, optimize backbone traffic and allow significant cost reduction or avoidance in connecting both the data center and the business office.

DPN-100's robust network services allow comprehensive, low cost, disaster recovery and backup plans to be implemented that allow mission critical applications to remain online. The dynamic routing capabilities ensure maximum uptime for users while minimising the investment in redundancy.

LAN interconnection

DPN-100 offers a variety of services for LAN interconnection including token ring, ethernet, X.25 and frame relay.

Connecting LAN routers through DPN-100's superior implementation of frame relay has several benefits. DPN-100's comprehensive congestion management and avoidance techniques ensure high quality of service, performance and throughput for LAN traffic. For large router

networks DPN-100 allows simplification of network administration and management. It does this by providing a virtual mesh topology for router networks using a single connection.

Northern Telecom's DPN-100 ISRB service provides wide area connectivity to token ring local area networks, allowing geographically remote, isolated token ring LANs to be interconnected. For SNA networks, DPN-100 ISRBs can connect downstream physical units to the front end processors and provide peer-to-peer communication between APPN nodes or front end processors. For non-SNA networks, DPN ISRBs can be used for connecting servers and workstations in popular LAN operating systems such as Novell NetWare or IBM NetBIOS. Through the integration of source routing and DPN-100 routing, the effective transport of interLAN traffic is achieved over the common backbone.

The DPN-100 ethernet routing service will provide wide area connectivity for Ethernet LANs, and include comprehensive protocol support for TCP/IP, IPX, DECnet, Appletalk, OSI, XNS and Banyan Vines. Additionally it also supports both transparent and spanning tree bridging. Interoperability with other routers is assured through strong adherence to industry LAN interconnection standards.

Northern Telecom's broad experience in multiprotocol networking has been used in designing a comprehensive congestion control mechanism to ensure that LAN traffic receives a controlled amount of network resources. Combining the intelligent networking benefits of DPN-100 such as bandwidth efficiency, dynamic routing, access consolidation, shared bandwidth and efficient broadcast, with the capabilities of routers and bridges, DPN-100 provides superior LAN interconnection services to conventional approaches.

Intelligent networking

In addition to the traditional networking capabilities, DPN-100 provides several important advantages. It provides a comprehensive range of features that provide security and facilitate ease of use. The security features include closed user groups (CUG), network user identifiers (NUI), hunt groups, operator security features, gateway access management and address validation, dial access control, and validation of the calling address.

In addition, DPN-100's broadcast feature enables users to send a single message to multiple destinations for reduced host processing and more efficient use of network resources. DPN-100's virtual private networking (VPN) features allow organisations to segment the network, each with individualized network management capabilities. By segmenting its network through VPN, an organization will be able to offer different levels of network autonomy to various groups within its organization. A corporation for example, who wants to resell its network can partition the network through the VPN feature and give network management control to different network users.

Open Networking

With a strong history of participation and support in the development of CCITT, industry and

telecommunications and data communications standards and has been a leading founder of both the frame relay and ATM forums. Taking advantage of this experience, DPN-100 is able to communicate with a diverse range of terminal and host equipment, protecting user investments in existing hardware and software products and facilitating the transition to new solutions.

DPN-100 Success Stories

In more than 65 countries on six continents, DPN-100 networks serve a diverse mix of organizations and industries. Many of these networks interconnect the global operations of large corporations and support a range of host and end-user environments. Examples of these successes are in the areas of transportation, banking and finance, public services and government.

In transportation

Airlines around the world use DPN-100 networks to support many applications including reservations and flight scheduling information. One of the world's largest airlines, for example, uses DPN-100 to connect some 70,000 employees, track over 8,500 items on each airplane, maintain an inventory of 300 million spare parts and create 500,000 new passenger records each day. In another case, the DPN-100 serves a network of 20,000 devices to manage flight reservations, cargo and baggage and provide access to a large SNA mainframe.

Keeping SNA flying

When a leading global airline acquired two other airlines it naturally wanted to consolidate their three SNA networks into a single enterprise network. The company wanted to preserve the integrity of each computing infrastructure and allow the interconnection of users across the new networking environment. By using DPN-100's SNA LU (Logical Unit) Multiplexing capability, network users are now able to access hosts easily and quickly across all the three organizations. The result is a substantial cost saving gained while maintaining the value of the investment in the SNA host environment. It has also provided a common, streamlined environment for network management and administration.

Distributing to the world

One of the world's largest air and ground package distribution company, with more than 2,000 offices in over 80 countries, installed a

DPN-100 network to interconnect diverse host, application and end user environments. Users can be connected to any application, wherever it resides globally. More than 40,000 individuals access 25,000 terminals daily to track package shipments, check status and deliveries.

In banking and finance

Virtually every bank in the world relies daily on DPN-100 networks, moving trillions of dollars around the globe. These networks support a wide range of banking applications including teller and banking machine networks, interbank transfers, corporate services, access to customer information and administration. For these financial institutions DPN-100 cuts costs, improves availability and response times, and provides the flexibility to handle many protocols and applications, including SNA.

Migrating to an APPN future

Many organizations are migrating their traditional mainframe architectures to the newer breed of distributed environments. Often, this can involve a radical upheaval of the network. A large international bank recently avoided this, thanks to DPN-100. In particular, full support was provided for the organization's existing IBM requirements, as well as its evolving APPN environments, with DPN-100's type 2.1 router feature. Because the DPN-100 solution can take on the functionality of the APPN network nodes, existing IBM AS/400s could be refocused on applications rather than networking tasks.

Banking on frame relay

The recent growth of a major savings bank resulted in an estimated 30% increase in data traffic. The existing DPN-100 network was easily upgraded with DPN-100 frame relay to give the bank the performance, cost effectiveness, quality of service and, above all, reliability it required. In addition, Northern Telecom's frame relay solution worked effectively with the existing DPN-100 services including X.25 and IBM SNA for batch file transfer and simultaneous transaction processing between the bank sites. The bank was particularly impressed by the way DPN-100 frame relay performed in an SNA environment under high traffic situations.

Integration

DPN-100 is a member of Northern Telecom's Magellan family of global enterprise networking and broadband products and services. The family also consists of Passport which offers the benefits of both cell and frame switching within a single architecture, a portfolio of access products together with a comprehensive and unified network management system. Northern Telecom supports the family with an extensive range of support services.

The range of network performance and platform sizes that the Magellan family can provide is matched only by the variety of traffic types that can be integrated within a single network architecture.

The addition of Passport within a DPN-100 networking environment provides the most comprehensive capabilities for data driven multimedia enterprise networks available in the marketplace. The combination of DPN-100 and Passport facilitates the smooth evolution of applications toward multimedia and ATM environments.

Comprehensive network management

The Magellan Network Management System (NMS) provides superior capability in all five OSI functional areas:

- **fault management** uses a graphical user interface and has an expert system for easier, faster trouble shooting
- **configuration management** offers forms-based provisioning while facilitating reporting and custom applications
- **performance management** tools allow for customized reports of an extensive array of network data such as statistics and alarms. Simulation planning tools allow engineers to optimize network hardware components for optimum traffic performance
- **accounting management** enables the generation of an extensive suite of accounting records that can be used for accurate chargebacks and billing
- **security management** provides security for network operations and for the users on the network with sophisticated features such as closed user groups, and network user identifiers

NMS supports virtual private networking with customer network management, for the full range of network configurations.

Magellan NMS also supports interworking both to umbrella management systems and to manage non-Magellan devices. Magellan NMS supports OSI, SNMP and IBM's NetView system as well as its own published interfaces.

A distributed architecture gives NMS the flexibility to fit well into any customer operations environment, whether it is centralized or distributed. It is robust and provides excellent performance largely because network management messaging does not have to route through a single, centralized station.

Support

Supporting your enterprise data network

Northern Telecom is justly proud of its reputation for providing industry leading customer services: drawing on our unrivalled experience in designing, installing, project managing and supporting some of the world's most demanding networks.

With equipment designed, manufactured and supported by Northern Telecom, organizations can have complete faith in their network. Employing more than 50,000 people, the company is

recognized as the global leader of fully digital telecommunications switching systems, providing products and services to telecommunications operating companies, corporations, governments, universities and other institutions worldwide.

Northern Telecom customers are supported by one of the world's largest research organisations, Bell Northern Research (BNR). BNR, a subsidiary of Northern Telecom employs more than 8,000 scientists and engineers throughout the world.

Together, these employees ensure that all Northern Telecom products meet the needs of customers today, and the technological requirements of tomorrow.

DPN-100 will help you reach your goal of a unified, highly reliable and cost efficient networking environment at the same time protecting your existing investments in computing equipment. It will grow smoothly with you and your organization's data networking needs. DPN-100 is Northern Telecom's proven solution to enterprise data networking.

Specifications

Access speeds and trunking

- access speeds from 300 bps to T1/E1 and trunking speeds from 4800 bps to T1/E1 speeds
- support for both terrestrial and satellite trunking

Features and options

- *CCITT Network wide features and options*
  - Closed user groups (CUG)
  - Network user identifier (NUI)
  - Hunt groups
  - Call redirection
  - Class of service priorities
  - Access gateways
  - Broadcast features
- *Addressing features and options*
  - X.121 and E.164 support
  - shared DNIC routing
  - PNIC routing
  - RPOA
  - Mnemonic addressing
  - Sub-addressing
  - Flexible address assignment
  - Address translation

- *Access service features and options*
  - Switched virtual circuit (SVC)
  - Permanent virtual circuit (PVC)
  - Direct calls
  - Fast select
  - Multiple national languages
  - Information gateway access

- Accounting features and options
  - Detailed accounting
  - Reverse charge and acceptance
  - Time of day accounting
  - Single ended reporting
  - Automatic message accounting

CCITT Protocol support

- X.25 and X.25 gateway
- X.75/X.75'
- X.3/X.28/X.29
- X.32
- X.31 (ISDN)

Frame relay support and services

- fully standards compliant UNI and NNI
- LMI with async status reporting
- fast forward CIR and EIR
- FECN/BECN and DE-bit congestion management with network significance

value added frame relay features

- automatic CIR flow control
- 99.994% network PVC availability
- network class of service options
- access class of service options
- comprehensive quality of service management capability

LAN Interconnection protocol support

- token ring ISRB (intelligent source routing bridge)
- ethernet routing TCP/IP, IPX, DECnet, Appletalk, OSI, XNS, and Banyan Vines.

IBM protocol support

- SNA Data Link Routing Services include:

- SDLC
  -all PU types
  -full/half duplex link station support
  -group poll
  -multipoint (physical/virtual)
  -NRZI

- Token Ring
  -LLC2 termination
  -all PU types

- SNA over Async

APPN Routing

- T2.1 Router
  -SDLC, TRN, Dependent LU Support
  -APPN NN

- LU Switching service
  -Multi Host service
  -Multiplexing

- Bisynchronous Service
  -3270 DSP
  -3780

Other Protocols

- transparent HDLC
- asynchronous polling interface for point-of-sale terminals using asynchronous poll-select block mode
- protocols supporting the global banking industry
- protocols supporting the global air-line industry

Environmental Specifications

Temperature:
Operating: 10 C to 40 C
Storage: -40 C to 70 C

Relative humidity:
Operating: 20% to 80% non-condensing
Storage: 10% to 80% non-condensing

Safety:

DPN-100 products are UL listed, CSA certified, and compliant with IEC950 and UL1950

EMI compliance:

- Complies to FCC Rules Part 15 Subpart J for Class A systems.
- Meets Canadian Standards Association (CSA) C108 Class A.
- Complies with CISPR 22 Class A

Supply voltage

The DPN-100 product family supports both AC and DC power supplies.

DPN-100 product summary

Product	Packaging	Max. No Lines
DPN-100/1	desktop	10
DPN-100/3	tower/rackmount/desktop	32
DPN-100 Cabinet	cabinet	32-5000

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Magellan

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Magellan Passport Model 160

Flexible, Cost-Effective, High-Performance Networking

Passport Model 160 (GIF 49971 bytes)

Magellan Passport Highlights

- Magellan Passport is an ATM enterprise network switch which provides:
- consolidation of data services including LANs, SNA/APPN, with ATM, voice, video onto a single network
- high-performance frame relay
- ATM access & trunking capability
- sophisticated traffic management
- unmatched network availability
- powerful, flexible network management system

Corporations and organizations are faced with both escalating demands for higher bandwidth and the high cost of maintaining separate networks. In response they are seeking cost-effective ways to consolidate multiple voice, data and video networks, as well as new applications, onto a single, high-performance, multimedia enterprise network. Nortel's powerful Magellan Passport model 160 is the optimal solution.

The Magellan Passport solution

The Magellan Passport model 160 currently supports the Asynchronous Transfer Mode (ATM) services and network consolidation requirements of customers around the world.

Designed to deliver the best features and functionality of routers, packet switches, and muxes, Magellan Passport is a modular, cell-based enterprise switch using ATM technology. It delivers a powerful range of standards-based interfaces and services, provides high-performance multiprotocol routing, and simultaneously supports voice, data, video, and image traffic. Intelligent traffic management capabilities allow organizations to achieve efficient communication and network consolidation for all organizations.

Unparalleled performance and availability

Delivering high availability, fast response time and 1.6 Gbit/s performance, the Magellan Passport supports the demanding communications needs of today's enterprises. Passport dynamically routes service along the optimal path, allowing faulty or congested links to be bypassed and network efficiency to be maximized. Passport features Nortel's unique Multiple Priority System for dynamic management of different traffic types and the allocation of network resources based on application needs and business priorities. High availability and performance are achieved with features such as hardware redundancy, trunk backup capabilities, and redundant power and processor configurations.

Flexibility

Optimized with more interface slots than the smaller Passport model 50 switch, the Passport model 160 - with 16 slots available - is ideal for a high-performance enterprise backbone network or carrier network. Both Passport switches feature modular, scalable hardware and software services to accommodate a variety of site and size requirements. Passport networks scale easily from a few nodes to thousands of nodes.

Cost savings

Passport model 160 offers substantial network savings by simplifying the network infrastructure and maximizing bandwidth efficiency. Backbone-level network consolidation leads to significant facilities savings by reducing the number of leased lines required. Capital cost savings are derived from the efficient use of existing equipment and reduced hardware requirements as the network grows.

Leadership

Passport's state-of-the-art technology has gained international recognition through awards from both trade journals and trade organizations - and through the satisfaction of our

customers worldwide. Passport leads the industry with such service offerings as voice over ATM - delivering cost savings and new revenue potential for Magellan customers. Passport frame relay is deployed by service providers around the globe and leads the market with switched virtual circuit and broadband UNI capabilities.

Path to the future

Magellan Passport is designed to be compatible with emerging technologies. For example, an ATM service can be added by simply including an ATM interface card and provisioning it with the appropriate software.

Magellan portfolio of broadband multimedia products

In addition to Passport, Nortel's Magellan portfolio of broadband multimedia products includes Vector, Concorde, DPN-100, data and integrated voice/data access products, and the comprehensive network management system.

Specifications

Model 160 (GIF 71040 bytes)

InterLAN switching

- network protocols including TCP/IP, Novell IPX
- bridging support including transparent bridging, source route bridging, source route transparent IEEE 802.9, FDDI encapsulation
- routing techniques including RIP, EGP, and OSPF
- security - advanced filtering facility
- RFC 1483 LAN over ATM

APPN support

- network node
- dependent LU requester (DLUR)
- high-performance routing

ATM

- high-performance virtual channel and virtual path ATM switching
- ATM trunking
- ATM UNI access (ATM Forum 3.0/3.1 compliant)
- adaptation of all Passport-supported services to ATM
- wide range of TM physical-layer interfaces
- traffic policing and shaping

Voice networking protocols

- QSIG - ECMA on E1/DS1
- NIS (North American ISDN)
- CAS (DTMF inband signalling and TTC-2M)

Voice networking capabilities

- ADPCM compression
- built-in echo cancellation with fax and modem tone detection
- activity detection for speech and fax
- automatic voice/data call discrimination

Transparent data support

- frame-aligned bit transparent connection
- HDLC transparent connection

Frame relay

- switched virtual circuits
- frame relay accounting
- frame relay-ATM interworking

Trunking

- 9.6 kbit/s to 155 Mbit/s (OC-3c)

Robust routing

- multiple routing systems are supported simultaneously:
- LAN protocols and legacy data use a dynamic packet routing system
- voice and transparent data use a connection-oriented routing system

Physical interfaces

- V.11 (X.21), V.35
- DS1, E1 channelized and unchannelized
- DS1, E1, TTC-2M voice
- DS3, E3, DS3 channelized
- HSSI
- FDDI
- ethernet, token ring
- DS1, E1 ATM
- DS3, E3 ATM
- OC-3c, STM-1 ATM
- J2 ATM
- combined control, ethernet/token ring and V.11/V.35

Network management

- SNMP-compliant device management
- Magellan Network Management System
- Magellan OMS-HP OpenView, IBM NetView/AIX, Cabletron Spectrum

Packaging

- complete shelf (h x w x d) unit 38.25" x 19" x 21.75" 972 mm x 483 mm x 553 mm
- cabinet (h x w x d) 77.5" x 24" x 27.3" 1969 mm x 610 mm x 693 mm
- mounting options: - Nortel supplied cabinet - standard 19" EIA rack

Electrical requirements

- AC and DC models are available with optional redundancy

For additional information on Magellan services and products, please contact your Nortel account representative.

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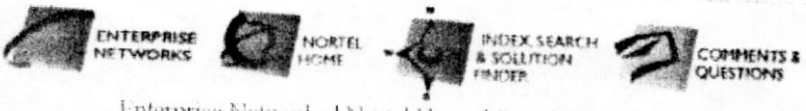

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Magellan

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Magellan Passport Model 50

Cost-Effective, High-Performance Networking - in a Compact Package

Passport Model 50 Highlights

Magellan Passport is an ATM-based enterprise switch which provides:

- consolidation of data services including LANs, SNA/APPN, with ATM, voice, video onto a single network
- high-performance frame relay
- ATM access & trunking capability
- sophisticated traffic management
- unmatched network availability
- powerful, flexible network management system

Model 50 (GIF 51351 bytes)

Facing increasing traffic demands and the high cost of networking, businesses need a cost-effective, high-performance solution for their small-to-medium size locations. These sites - while small - require a comprehensive set of services and interfaces consolidated into a single network. They require a solution that offers dynamic bandwidth management to meet today's multimedia needs-a more flexible and cost-effective solution than traditional TDM muxes. Nortel's Magellan Passport model 50 is the ideal solution.

The Magellan Passport solution

Nortel's Passport model 50 currently supports the ATM services and network consolidation requirements of customers around the world. It is a modular, cell-based switch that provides cost-effective, high-performance networking in a compact package. The fully-featured Passport model 50 brings unmatched availability and the power of enterprise networking to locations where a small number of interfaces are required. Whether deployed by an enterprise

- built-in echo cancellation with fax and modem tone detection
- activity detection for speech and fax
- automatic voice/data call discrimination

Transparent data support

- frame-aligned bit transparent connection
- HDLC transparent connection

Frame relay

- high-density, high-speed interfaces
- differentiated traffic class management
- switched virtual circuits
- frame relay accounting
- frame relay-ATM interworking

Trunking

- 9.6 kbit/s to 155 Mbit/s (OC-3c)

Robust routing

- multiple routing systems are supported simultaneously
- LAN protocols and legacy data use a dynamic packet routing system
- voice and transparent data use a connection-oriented routing system

Physical interfaces

- V.11 (X.21), V.35
- DS1, E1 channelized and unchannelized
- DS1, E1, TTC-2M voice
- DS3, E3, DS3 channelized
- HSSI
- FDDI
- ethernet, token ring
- DS1, E1 ATM
- DS3, E3 ATM
- OC-3c, STM-1 ATM
- J2 ATM
- combined control, ethernet/token ring and V.11/V.35

Network management

- SNMP-compliant device management
- Magellan Network Management System
- Magellan OMS-HP OpenView, IBM NetView/AIX, Cabletron Spectrum

Packaging

- size (h x w x d) 17.5" x 10.5" x 22.0" 445 mm x 267 mm x 559 mm
- mounting options: - Nortel supplied cabinet - standard 19" EIA rack

Electrical requirements

- AC and DC models are available with optional redundancy

For additional information on Magellan services and products, please contact your Nortel account representative.

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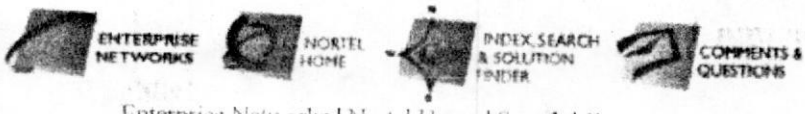

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Advanced Power Systems

P0850648.1
SUPPLEMENT
Issue 1
1996-08-21
TO: PRACTICE 169-2071-500
P0711722
DATED NOV. 1994

MPR25/MPR15 SERIES, SINGLE PHASE -48V, 25A SWITCH MODE RECTIFIER NT5C06

Section 1 - General purpose

The purpose of this supplement is to describe the new factory settings of MPR25 rectifiers.

Section 2 - Modifications

Please note, all references to factory settings throughout the entire NTP should now be modified as follows:

Factory Set Limits

Rectifier

All rectifiers are factory set as follows unless otherwise requested by customer:

	MPR15	MPR25
Float Voltage:	52.10 VDC	48.00 VDC
Equalize:	0.70 VDC above float	0.00 VDC above float
HVSD:	59.00 VDC	56.50 VDC

LVD/LVD Alarms

Low Voltage Alarm (LVA):	47.00 VDC
Low Voltage Disconnect (LVD):	43.50 VDC

Symposium Express Call Center Network Planner

User information

Customer name: _____

Company name: _____

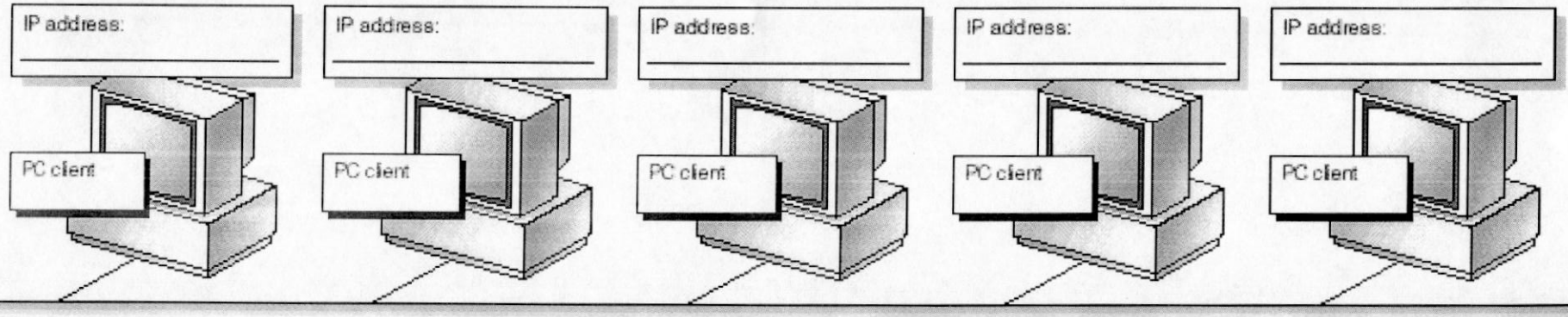
Optional for additional PC installations

CLAN network type: Ethernet ☐ Token Ring ☐

CLAN protocol type: TCP/IP ☐

Customer-supplied Network user I.D.: _____

Customer-supplied Network password: _____
(required for CLAN access)



CLAN (Customer LAN) Ethernet or Token Ring; TCP/IP protocol stack (optional)

Switch name: _____

Switch customer number: _____

Switch subtype:
☐ Option 81
☐ Option 81C
☐ Option 11C Compact (North America only)
☐ Option 11C
☐ Option 51C
☐ Option 61C

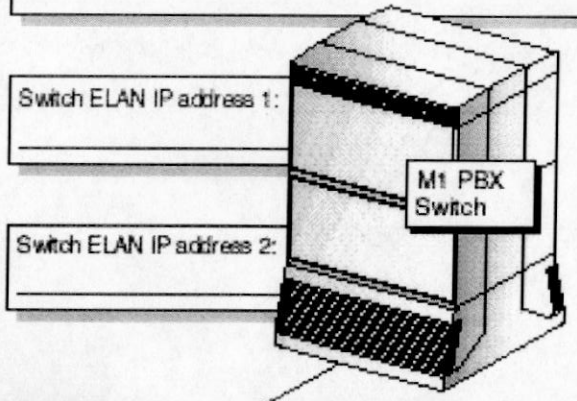
Server CLAN IP address: _____
Subnet Mask: _____

Server ELAN IP address: _____
Subnet Mask: _____

Router ELAN IP address: _____
Subnet Mask: _____

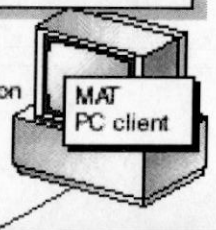
Customer-supplied Router

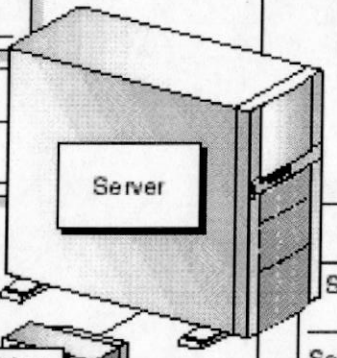
Connection to WAN



MAT ELAN IP address: _____

(Optional) Meridian administration tool (MAT) PC client





Co-resident client PC

IP address: (same as server) _____

Server computer name: _____

Server workgroup name: _____

Server site name: _____

RS-232 serial port com 1

Modem

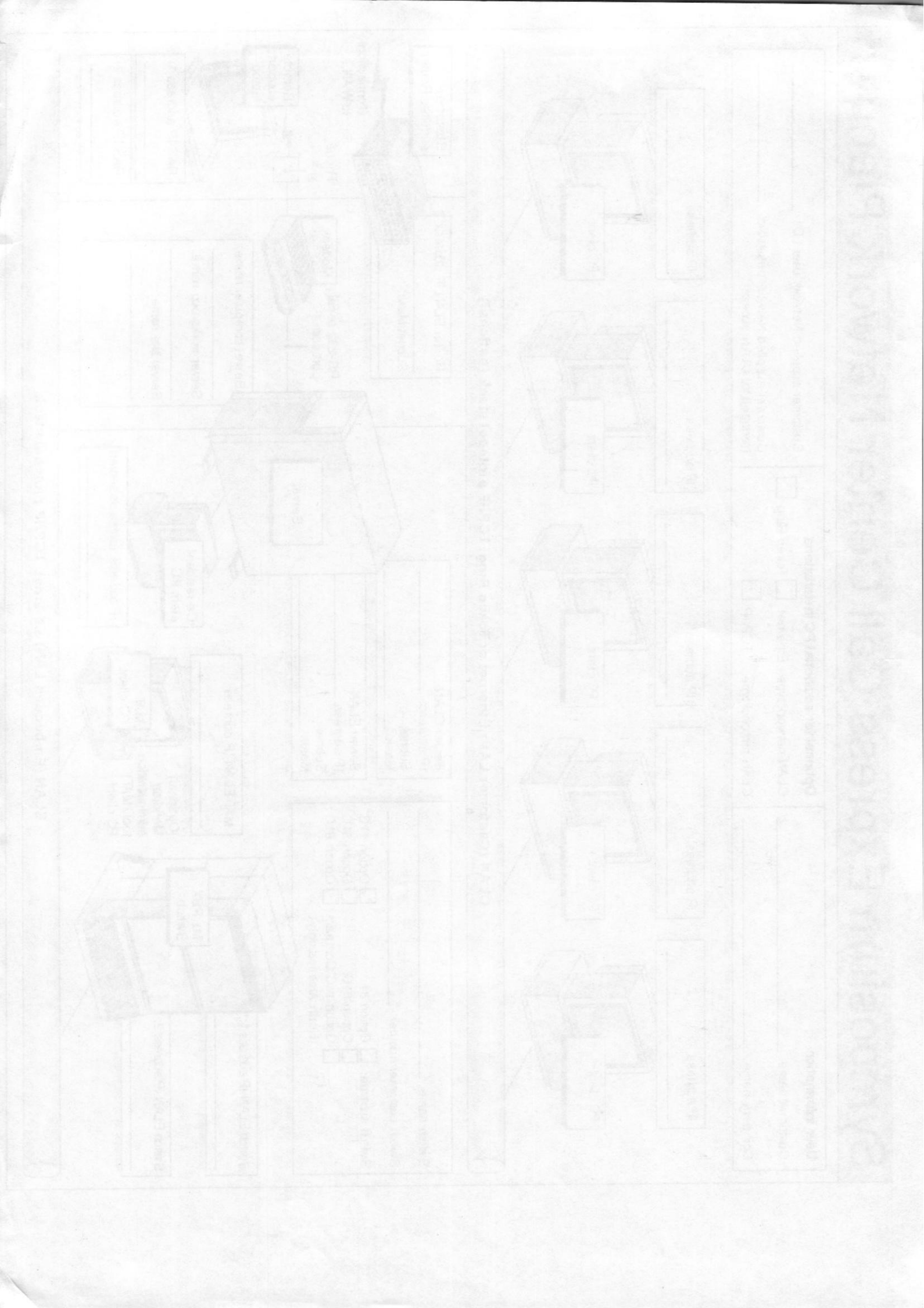
Phone jack

Remote support laptop

RAS IP address 1: _____

RAS IP address 2: _____

ELAN (Embedded LAN) Ethernet; TCP/IP protocol stack



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Software Quality Improvement Program

SOFTWARE RETURN FORM

(Out of Box Failure Situations)

Northern Telecom is striving to improve the quality of our software products. If any product is found to be defective, please contact CTS for assistance. Please return defective product with any applicable printouts, and a brief description on the back of this form to one of the two addresses below.

A. Meridian 1 and Option 11 products should be returned to:

Nortel CTS
ATTN: Roger Naujoks
M/S 468/02/A20
2100 Lakeside Blvd.
Richardson, Tx. 75081

Your continued satisfaction is our goal.
Thank you for your cooperation.

Instructions:

Contact CTS to open a CSR trouble ticket.

United States:	1-800-766-3827
Canada:	1-613-966-8181

Fill out all pertinent information on reverse side of this form.

Check the appropriate box (es).

Attach TTY printout of error message to the software return form. Write CSR Ticket # on the software return form. Also, please include a copy of the configuration record and password. This will help us in our investigation of the fault to improve our process to reduce the incidence of failure.

Additional space is provided on the back of this form for your comments, suggestions, or other information.

If you have any question or concerns, please contact your CTS representative at:

United States:	1-800-766-3827
Canada:	1-613-966-8181

SOFTWARE RETURN FORM

DATE: _____ DATE SOFTWARE RECEIVED: _____

DISTRIBUTOR: _____

CUSTOMER: _____ PHONE #: ( ) _____

CONTACT NAME: _____ FAX #: ( ) _____

SYSTEM SERIAL #: _____

PURCHASE ORDER #: _____ CSR Ticket #: _____

BNA #: _____

NOTE: PLEASE ATTACH TTY PRINTOUT AND RETURN THIS FORM WITH THE SOFTWARE

CHECK **PROBLEM**

☐ INCORRECT GENERIC RECEIVED

Generic Ordered _____ Generic Recieved _____

☐ INCORRECT RELEASE RECEIVED

Release Ordered _____ Release Received _____

☐ MISSING OPTIONS

List Missing Options _____

☐ SOFTWARE ID AND CARTRIDGE ID DO NOT MATCH SYSTEM RELEASE #

☐ SOFTWARE WILL NOT LOAD

Error Message _____

☐ SOFTWARE WILL NOT DATA DUMP

Error Message _____

☐ CONVERSION DOES NOT WORK

Error Message _____

From Generic _____ Release _____

To Generic _____ Release _____

To Generic _____ Release _____

☐ CONTROLLED RELEASE BULLETIN

Not Shipped with Software _____

Incorrect Bulletin for Software received _____

☐ OTHER (Please specify)

_____

_____

Number: 99083
Date: September 1999

Meridian Integrated Recorded Announcer Release 1 Vintage Update

The purpose of this bulletin is to announce that existing Meridian Integrated Recorded Announcer Release 1 (MIRAN 1) customers with NTAG36AA (A0630399) cards can upgrade to NTAG36AB (A0731188). MIRAN 1 customers that require an AB vintage update to resolve any of technical issues within this bulletin may obtain advance replacements free of charge. Refer to "Field Replacement Policy and Field Replacement Expiration" sections of this bulletin for more details. Please note that MIRAN Release 2 (NTAG36AC) introduced in August of 1999 is not impacted by these changes.

MIRAN Hardware Changes

The NTAG36AB card has a hardware modification for the MIRAN 1 second cross-connect channel, known also as channel A1. This modification resolve a possible issue with slight background noise on the A1 cross-connect channel when the MIRAN C: drive is active. This problem only occurs on cross-connect channel A1. The other nine MIRAN 1 channels are not impacted by this issue.

Note: Only the MIRAN Medium and MIRAN Large size options utilize the second cross-connect channel, A1. The MIRAN Small offering does not come equipped with this channel.

MIRAN Release 1 Software Changes

All NTAG36AB cards will come equipped from the repair center with updated 1.59 MIRAN 1 software. If a customer is not using the MIRAN 1 cross connect channels, and would only require a MIRAN software update, 1.59 can be downed loaded at no charge from the MIRAN Internet site. For detailed instructions on obtaining the 1.59 software update, please see section below entitled, "To Obtain MIRAN 1.59 Software Upgrade".

MIRAN 1 software version 1.59 provides new DSP software for internal MIRAN channels 0 to 7, that prevents the MIRAN card losing synchronization during Meridian 1 system clock switchover. This loss of synchronization has the potential to cause heavy static noise on some or all of the announcements on the internal channels. This problem impacts all three MIRAN size options when installed in a dual CPU Meridian 1 system.

Also 1.59 includes an update to save the volume levels of the cross-connect channels A0 and A1 upon a MIRAN 1 reboot.

Manufacturing Implementation

MIRAN 1 is no longer shipped for new customer orders since MIRAN Release 2 became generally available effective August, 1999. All MIRAN 1 cards shipped back for repair will be upgraded to NTAG36AB. The repair center is now prepared to provide replacements.

Field Replacement Policy

If you have an NTAG36AA card and wish to return it for a NTAG36AB card

All NTAG36AA vintage cards returned for repair will automatically be updated to AB vintage. Customers that require the new AB vintage may return their existing card(s) for free of charge replacements. The replacement card(s) will be provided using the Field Return Authorization (FRA) process. When placing orders, contact your Nortel Networks Repair Center customer service representative and reference this product bulletin number. To ensure prompt service to our customers, all advance shipment requests pertaining to this particular retrofit will require the **prompt return of the original card(s)** to ensure this inventory can be upgraded and made available for the next advance shipment request. Distributors using the advance shipment method will be encouraged, at the time of placing the retrofit order, to quickly return the original cards to Nortel Networks. The repair centers will closely monitor the return status of these shipments and will work directly with each distributor to ensure the timely return of advance shipment inventory.

Field Procedure for going from NTAG36AA to NTAG36AB

Once you have obtained the NTAG36AB card, please follow the following procedure to remove the NTAG36AA, and to then install the customer's configuration and RAN messages on the NTAG36AB card. The MIRAN card should be disabled in LD 32 before the following steps are performed.

1. Login to the MIRAN card using the Distributor password. The default Distributor password is 4321, but this may have been changed.
2. Take note of the number of channels (internal & external), and the keycode. This will allow the keycode to be re-entered on the new MIRAN card.
   Main Menu - MIRAN Administration - Keycode Entry
   (Page 139, MIRAN NTP)
   To return to previous menu type **9**.
3. Create a backup to the C: drive. This will save all the existing assignments to a backup file called **_backup.dat**. This is done as follows:
   Main Menu - RAN Administration - Backup Configuration
   When you are prompted for device, enter **C:**
   (Page 127, MIRAN NTP)
4. Insert a blank PCMCIA card into the A: drive on the MIRAN card. It takes approximately 10 seconds for the PCMCIA card to register in the drive.
5. List all the files on the internal drive C:
   Main Menu - MIRAN Administration - File Commands - List files
   (Page 133, MIRAN NTP)
6. All relevant voice files will be of the format ***filename.ulw***. These must be copied from the C: drive to the PCMCIA card.
   Files have to be copied one by one.
   Copy all required voice files from the existing MIRAN card (internal drive C:) onto a PCMCIA card in the external drive A:. These can be copied using the menu option as follows:
   Main Menu - MIRAN Administration - File Commands - Copy file - Browse
   (Page 135, MIRAN NTP)
7. Copy the **C:_backup.dat** file onto the PCMCIA card. This can also be done using the copy file screen as described in step 6 above.
8. Remove the existing MIRAN card from the Meridian 1.
9. Swap the security device from the existing MIRAN card to the new MIRAN card. Insert the new MIRAN into the system, and allow the card to boot-up. Insert the PCMCIA card into the new MIRAN pack.
10. Login to the card, using Distributor password, and go to the keycode entry screen (Main Menu - MIRAN Administration - Keycode Entry). Enter the number of internal/external ports, and the keycode (as recorded from existing card in step 2)
11. Copy all voice files (*filename.ulw*) **and** backup file(*_backup.dat)* from the PCMCIA card onto the C: drive on the new MIRAN. This can be done using the copy file screen, and is the reverse of what was performed in step 6 above.
12. Remove the PCMCIA card from the MIRAN. The copy process is now complete.
13. List the files on the internal drive C: as in step 5. Ensure that all the relevant voice files and the backup file are present on the C: drive of the card
14. Reboot the MIRAN and ensure that assignments are correct by dialing the ACODs of the relevant routes.

To Obtain MIRAN 1.59 Software Upgrade Only

If a customer is not using the A1 cross connect channel and wishes to only upgrade to 1.59, this software can be downloaded from the Option 11 Internet Software Distribution site. To be able to complete this download, one must be registered as a user for this site. Please refer to Product Bulletin 97046.
The MIRAN 1.59 software update is on the Option 11C web page, under the MIRAN software link. There are two MIRAN 1.59 upgrade files available, 159.UPG and 159A.BIN. 159A.BIN is used for NTAG36AA Release 1 through 14 cards while 159UPG is used to upgrade NTAG36AA Release 15 through 17 cards. Each file is 2MB, so for both files a 4MB or greater PC Card (PCMCIA) flash disk is required.
Note: Ensure that the correct upgrade file is used for the correct release of MIRAN card.

Field Upgrade Procedure for 1.59 Software for NTAG36AA Release 1 - 14

Once you have obtained the PC Card (PCMCIA) flash card with software version 1.59A.BIN update, please follow the following procedure to ensure the proper installation of the new software MIRAN 1 card.

1. LD 32 to disable the MIRAN 1 pack.

2. Clear all channel assignments and ensure all channels are idle before continuing with the upgrade.
3. Insert the PC Card with the upgrade file (159A.BIN) into slot A of the NTAG36AA card.
4. On the MMI terminal, login as an NT-USER.
5. At the MIRAN command line, type in the following command;
SW_UPGRADE A:159A.BIN *
(The * must be included at the end of the command, with a space between the end of the file name and the *).
6. A valid upgrade will take approximately 2 minutes and will return a checksum of **0xb0b948f1**.
7. Remove the PC Card with 1.59 from the MIRAN 1 card. It can be reused to update another MIRAN card.
8. Reboot the pack and confirm that the main terminal screen shows MIRAN Version 1.59 on boot up.
9. Dial the ACODs of the relevant routes to confirm that announcements are playing.

Field Upgrade Procedure for 1.59 Software for NTAG36AA Release 15 - 17

Once you have obtained the PC Card (PCMCIA) flash card with software version 1.59.UPG update, please follow the following procedure to ensure the proper installation of the new software MIRAN 1 card.

1. LD 32 to disable the MIRAN 1 pack.
2. Clear all channel assignments and ensure all channels are idle before continuing with the upgrade.
3. Insert the PC Card with the upgrade file (159.UPG) into slot A of the NTAG36AA card.
4. On the MMI terminal, login as an NT-USER.
5. At the MIRAN command line, type in the following command;
SW_UPGRADE A:159.UPG
6. A valid upgrade will take approximately 2 minutes and will return a checksum of **0x9865bb1d**.
7. Remove the PC Card from the MIRAN 1 card. It can be reused to update another MIRAN card.
8. Reboot the pack and confirm that the main terminal screen shows MIRAN Version 1.59 on boot up.
9. Dial the ACODs of the relevant routes to confirm that announcements are playing.

How to set external port volume levels using version 1.59 software

The volume levels of cross-connect ports A0 & A1 can now be saved by using configuration variables. This means that when a MIRAN card is rebooted it restores the saved volume levels to ports A0 & A1. The volume levels can be set by performing the following steps:

1. Login to the card as either Distributor or NT-User.
2. At the MIRAN command line, type the following commands:
CVSET ANALOGLEVEL0 *X*
CVSET ANALOGLEVEL1 *X*
(Where *X* is the desired volume level from 0 - 15, 0 being the lowest volume and 15 being the highest)
CVSAVE

Notes:

- If a file is playing when CVSAVE is performed, it may sound distorted for a number of seconds until the file is finished saving.
- If the volume levels are set using the menu option as with previous versions, the level **WILL NOT** be saved. The levels must be set using the configuration variables.

Field Replacement Expiration

Customers that require the NTAG36AB vintage cards to replace existing AA vintage cards may obtain the replacements starting October 1, 1999. Replacement orders received after October 1, 2000 will be subject to the standard repair charge that applies at the time the order is placed.

Repair Changes

All MIRAN 1 cards returned for standard repair will be upgraded to the new AB vintage regardless of the reason for the return. Table B describes the field repair changes that will be applied to each Meridian Integrated Recorded Announcer card.

Table B - Repair and Return Summary

Description	Vintage Returned to Nortel Networks	Vintage Returned to Customer
Meridian Integrated Recorded Announcer card (MIRAN 1)	NTAG36AA	NTAG36AB

NORTEL
NORTHERN TELECOM

Technical Advisory - Global Alert

Number: SWM-121

Date: July 1997

X11 Release 22 Software Hard Disk Sync Failure

- Option 61C, 81, and 81C Systems -

Problem Description

A problem has been identified with the hard disk synchronization (Sync) command in Overlay 137 for Meridian 1 redundant systems running Release 22 software. Some hard disks contain an unrecognizable raw format that impacts the synchronization process, resulting in damage to an Alarm Management file. A sysload on the Core containing the damaged file may fail, causing the system to go into a Warm Start loop. The problem is applicable to X11 Release 22 software (reference BV61759 and BV65746), in all market regions.

Affected Systems

The hard disk synchronization problem is limited to redundant systems (Options 61C, 81, and 81C) running Release 22 software. Systems running Release 21 software (or earlier), and single CPU systems (Options 11C, and 51C) are not affected.

For new system software installations and software upgrades, the problem is further limited to systems configured with the 68030 Call Processor (NT6D66).

For IOP/CMDU (NT5D20) card replacement, the problem impacts systems configured with either the 68030 Call Processor (NT6D66) or 68040 Call Processor (NT9D19).

In summary, the scenarios that could lead to the problem are as follows:

1. Installing Release 22 software on a new redundant system with 68030 Call Processor (NT6D66)
2. Upgrading Release 22 software on a redundant system with 68030 Call Processor (NT6D66)
3. IOP/CMDU (NT5D20) Card Replacement on a redundant system running Release 22 software with either 68030 Call Processor (NT6D66) or 68040 Call Processor (NT9D19)

Recommended Work-around

Do not use the Overlay 137 hard disk Sync process for any of the three scenarios described above.

The recommended work-around is to use the software installation procedure currently used for systems configured with the 68040 Call Processor (Reference NTP 553-2001-320, page 223 "Installation on systems with NT9D19 CP cards.") The procedure is to install software onto each IOP/CMDU unit directly from floppy diskettes. Following the procedure will overwrite potentially unreadable hard disk sectors, and ensure that the subsequent hard disk synchronization will be successful.

The following procedure prevents the hard disk synchronization failure in all cases:

1. While in Split Mode with call processing on Core 0, Install Release 22 Software from floppy diskettes directly onto the Core 1 Standby IOP/CMDU unit.

2. After installing the software onto the IOP/CMDU unit, Sysload the Core 1 Standby CPU.

3. Switch Call Processing to the Core 1 CPU.

4. Install Release 22 Software from floppy diskettes directly onto the Core 0 Standby IOP/CMDU unit.

5. After installing the software onto the IOP/CMDU unit, Sysload the Core 0 Standby CPU.

6. Exit Split Mode and perform the Overlay 137 Sync command, to synchronize the hard disks.

Software Resolution

The problem will be resolved on a future up-issue of X11 Release 22 (22.40 software and later.) The software is targeted to be generally available in September 1997. Nortel will issue an advisement when the up-issue is available.

Note: The work-around, outlined above, must also be used to install the new software up-issue. Once the up-issue is installed, standard practices may be followed for subsequent software installations, software upgrades, and card replacements.

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NORTEL NETWORKS™

0383C
Prompt/Collect Digits Call Treatments

Nortel Networks
Enterprise Solutions Training

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Symposium Express Call Center
What is Play Prompt/Collect Digits?

- **Play Prompt Collect Digits is a key-coded feature available with Symposium Express Call Center when the Voice Services card is provisioned**
- **The feature allows Symposium Express Call Center to collect a series of digits from a caller**
  - Account Number
  - Customer ID Number
- **After the caller has entered the digits, digits can be played back to the caller and updated as required**
- **The collected digits are routed to TAPI Service Provider to support TAPI compliant screen pop applications**

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Symposium Express Call Center
Play Prompt/Collect Digits Example

- **A customer has an account with ABC Insurances**
  - Account number 1234567
- **The customer likes to check account details regularly**
- **A Play Prompt/Collect Digits call treatment allows the customer to perform the following functions**
  - Be prompted to enter the account number
  - Have this number played back and confirmed
  - Provide the account number to a screen popping application that allows an Agent to view customer details while handling the call
- **The Play Prompt/Collect Digits call treatment can be linked to a Voice Menu; "Press 1 for account details"**

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Symposium Express Call Center
Play Prompt/Collect Digits Requirements

- **Two keycodes are required for the Play Prompt/ Collect Digits feature**
  - Feature access is controlled via the Symposium Express Call Center keycode
    - The feature is not provided as part of basic Symposium Express Call Center functionality
    - Feature can be added to an existing keycode but keycode cannot be downgraded
  - Voice Services Card keycode
    - VS keycode is used to control the number of available ports (channels) on the VS card. Keycode options are 8,16 or 24 ports
    - If an existing VS keycode provides ports for Voice Services, no keycode change is necessary to support Prompt Collect Digits

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Symposium Express Call Center
Play Prompt/Collect Digits Requirements

- **The Play Prompt/ Collect Digits feature requires Symposium Express Call Center Release 4.2 Software**
  - Server
  - Client
  - Most current PEPs and SU
- **Voice Services card Loadware must be Release 1.08 or later**
- **Nortel TAPI Service Provider must be installed on a separate server**
- **Symposium Agent Admin can co-reside with the Symposium Express Call Center client application**

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Symposium Express Call Center
Contact Center Components Required

- **In order to use the Play Prompt/Collect Digits feature, the Symposium Express Call Center must have all of the following components:**
  - **Voice Services card**
  - **Meridian 1 or Succession CSE 1000 switch**
  - **Symposium Express Call Center client application**
    - Voice Services administration is accessed from the client
  - **Symposium Express Call Center server**
    - The VS Service on the server is responsible for communication between the VS card and the TAPI server
  - **TAPI Server**
    - Recieves the Play Prompt/Collect Digit information from the Symposium Express Call Center server
  - **Screen Popping Application on the Agent PC**
    - TAPI Compliant application such as Symposium Agent

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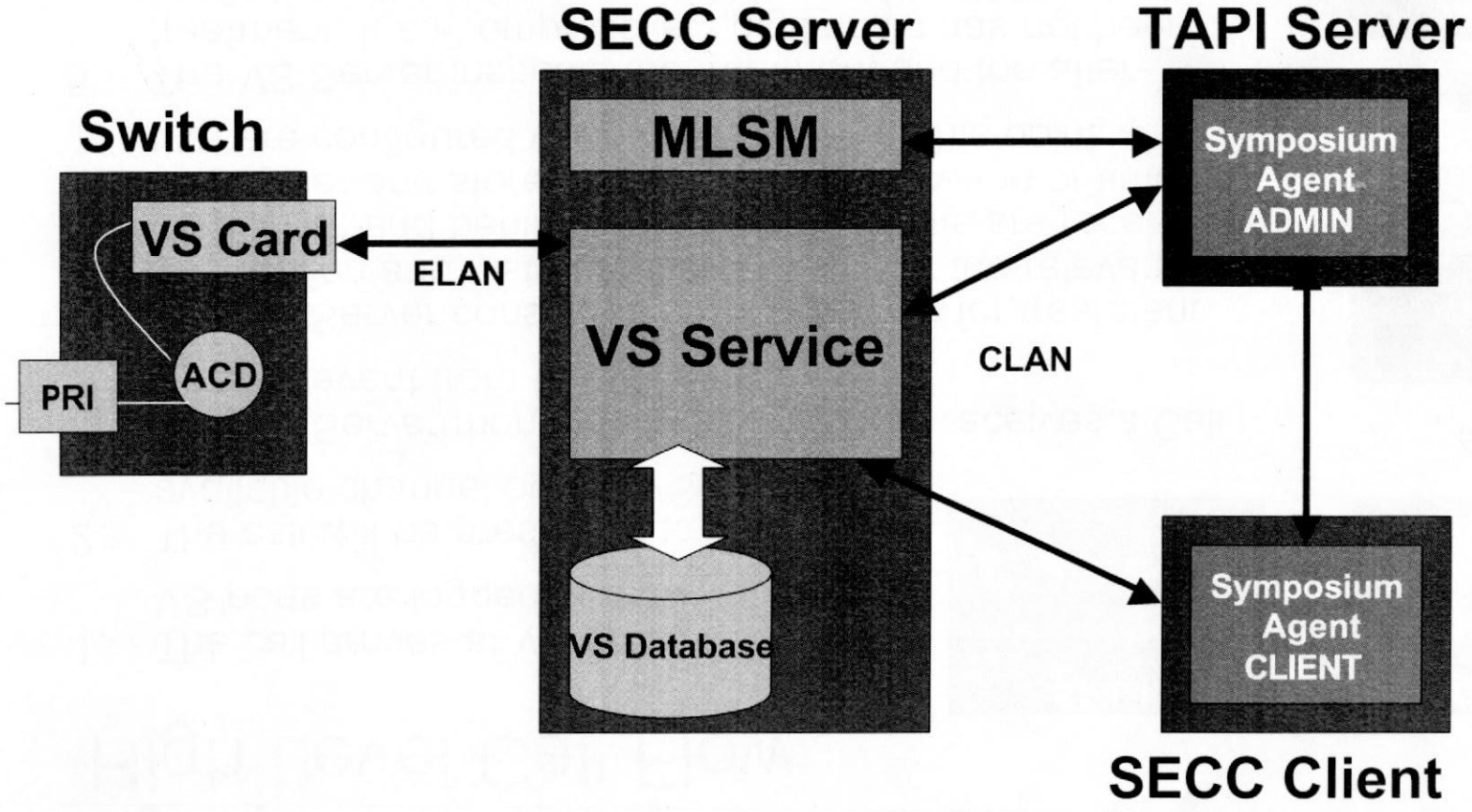
Symposium Express Call Center
Contact Center Components Diagram



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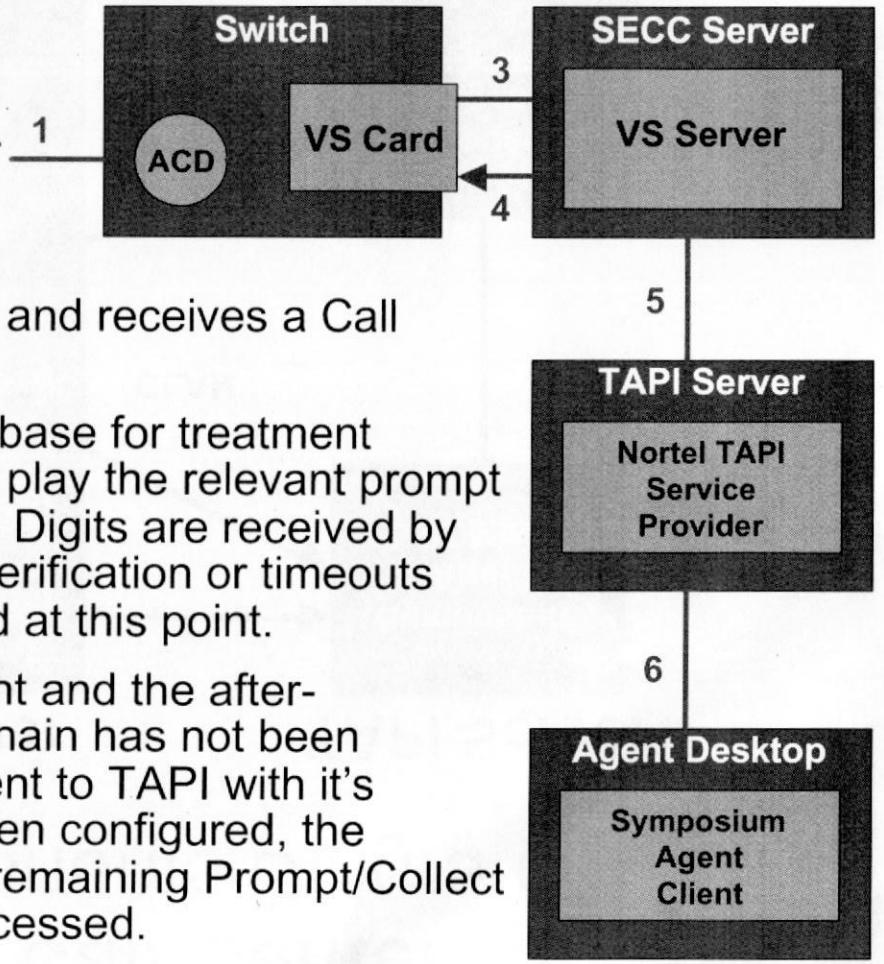
Symposium Express Call Center
High Level Call Flow



1. The call arrives at VS IVR Queue. VS ports are logged into this Queue.
2. The call will be presented to next available channel on the VS card.
3. The VS Server monitors these ports and receives a Call Offered event from the VS card.
4. The VS Server consults the VS database for treatment information and instructs the card to play the relevant prompt (.SBC file) and begin digit collection. Digits are received by VS Server and stored locally. Any verification or timeouts that are configured will be processed at this point.
5. The VS Server inspects the treatment and the after-treatment. If a Prompt Collect digit chain has not been configured, the information will be sent to TAPI with it's associated call ID. If a chain has been configured, the collected digit will be stored until all remaining Prompt/Collect digit after-treatments have been processed.
6. TAPI/Symposium Agent screen pops data based on call ID

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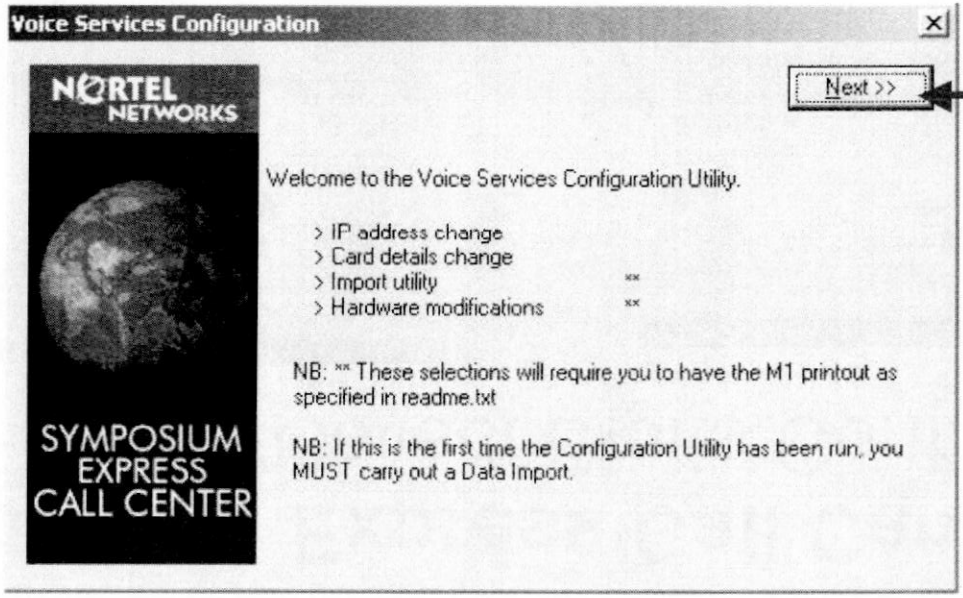
Symposium Express Call Center
Play Prompt/Collect Digits Configuration

- **Server configuration**
  - Add TAPI details to VS Configuration application
    - Launch VS Configuration utility from the Windows Start menu, select **Programs**, **Symposium Express Call Center**, **Voice Services**, and then **Configuration**



Click **Next** to continue

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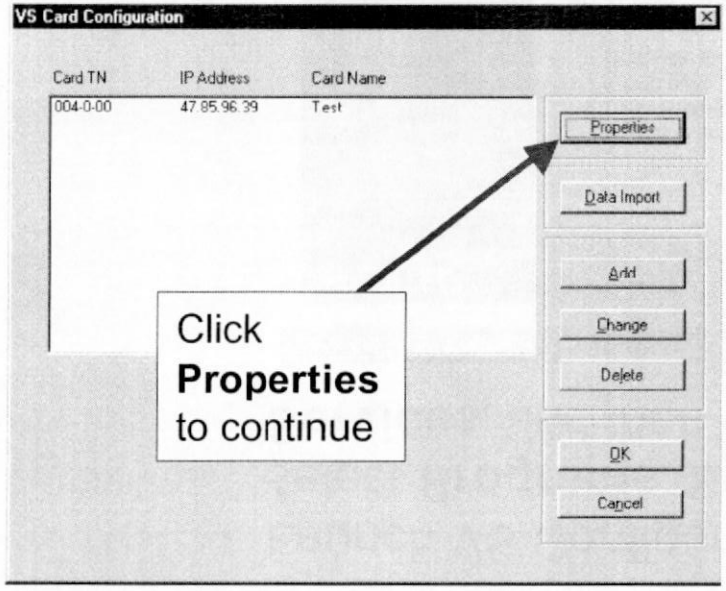
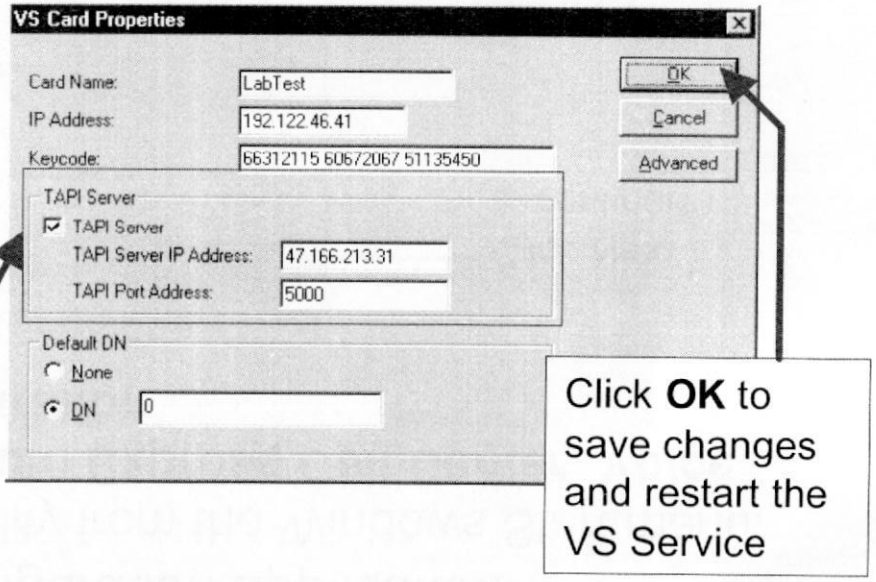
Symposium Express Call Center
Play Prompt/Collect Digits Configuration





- TAPI Server check box must be checked
- Enter the TAPI Server IP address and port number
  - Default port number = 5000

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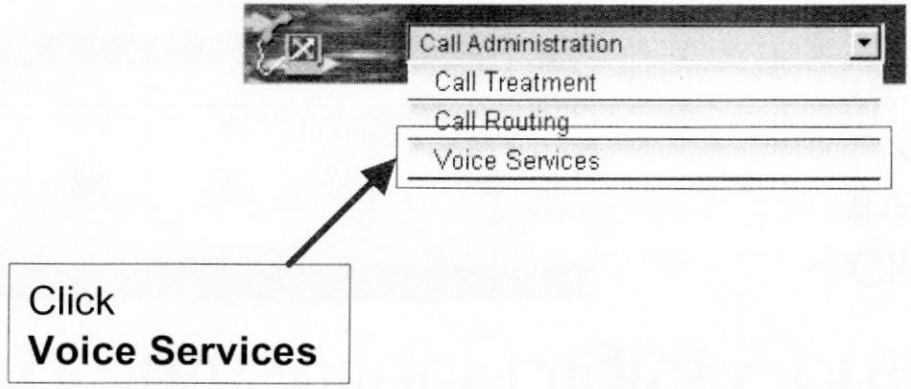
Symposium Express Call Center
Play Prompt/Collect Digits Configuration

- **Client configuration**
  - Record digit prompts for verification
    - Launch VS Administration wizard from the Symposium Express Call Center Administration window; click to open the **Call Administration** menu and then click on **Voice Services**



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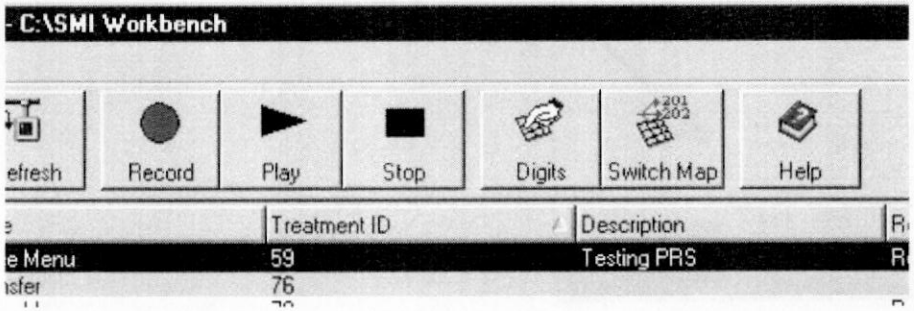
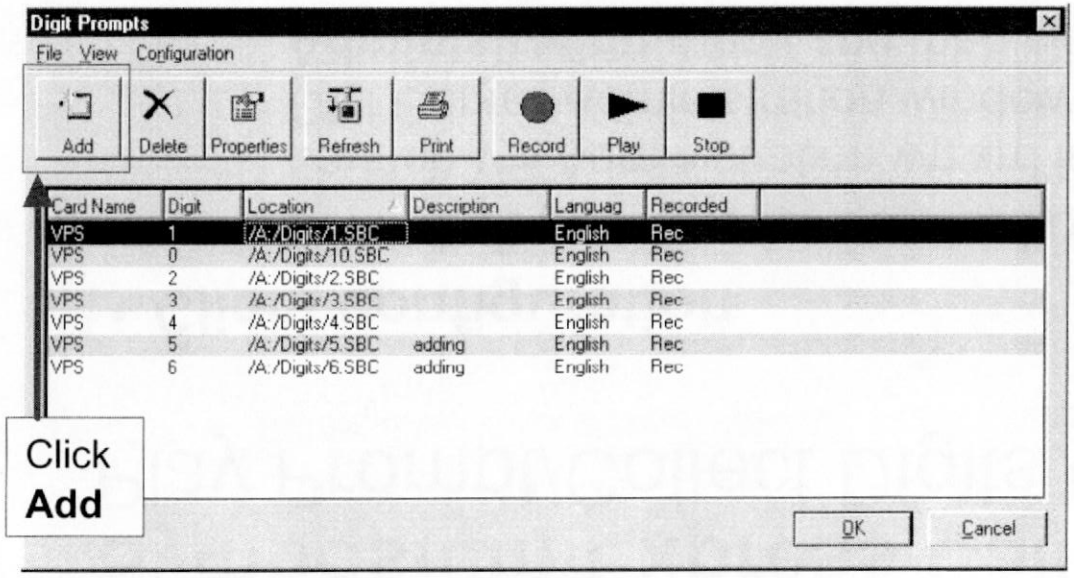
Symposium Express Call Center
Play Prompt/Collect Digits Configuration





Click **Add**

- Click the Digits button on the toolbar to launch the Digit Prompts dialog and record the Digit Prompts
- The Digits button is only available if the feature is enabled by the keycode
- Digit Prompts are played back to the caller for verification
- Digit Prompts are are recorded as .SBC files
- Click the Add button to add a new Digit Prompt

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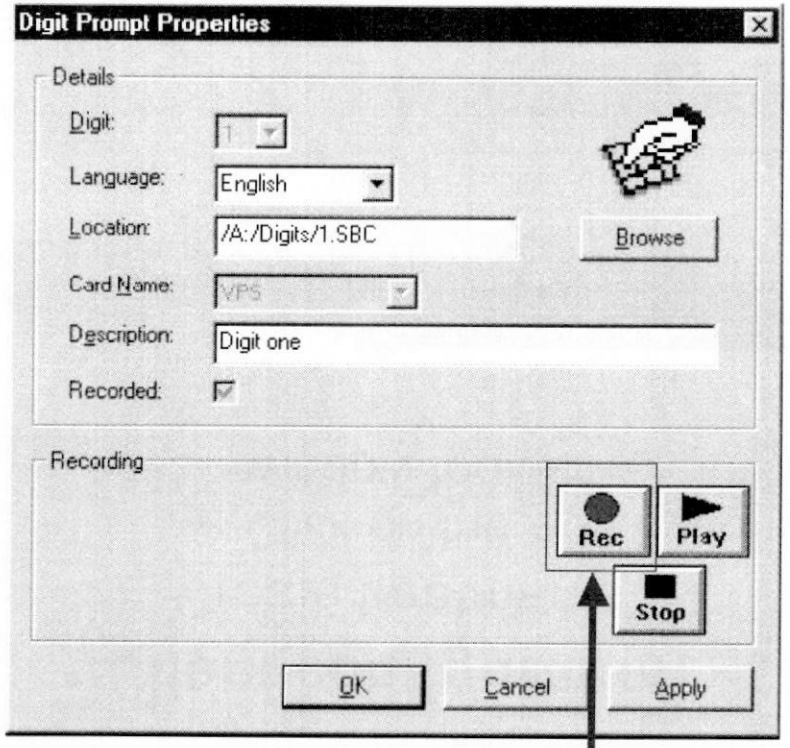
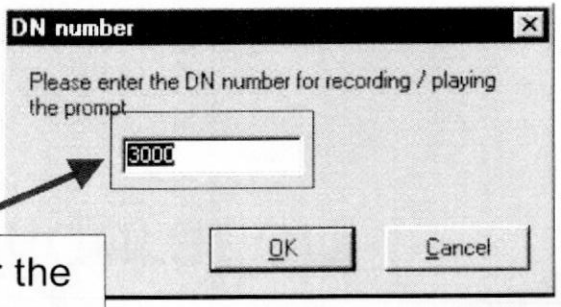
Symposium Express Call Center
Play Prompt/Collect Digits Configuration



Click **Rec** to record the prompt

- Record all digits zero thru nine
- The prompt is recorded by clicking on the REC button and supplying the correct DN



Enter the DN for the phoneset that you are recording from

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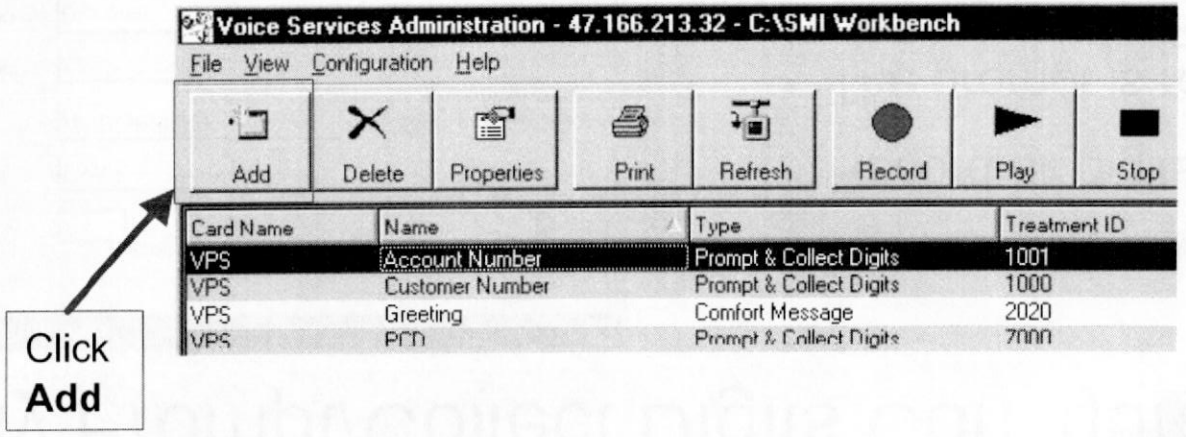
Symposium Express Call Center
Play Prompt/Collect Digits Configuration

- **Client configuration**
  - Create treatments
    - Click on the Add button on the Voice Services Administration window toolbar



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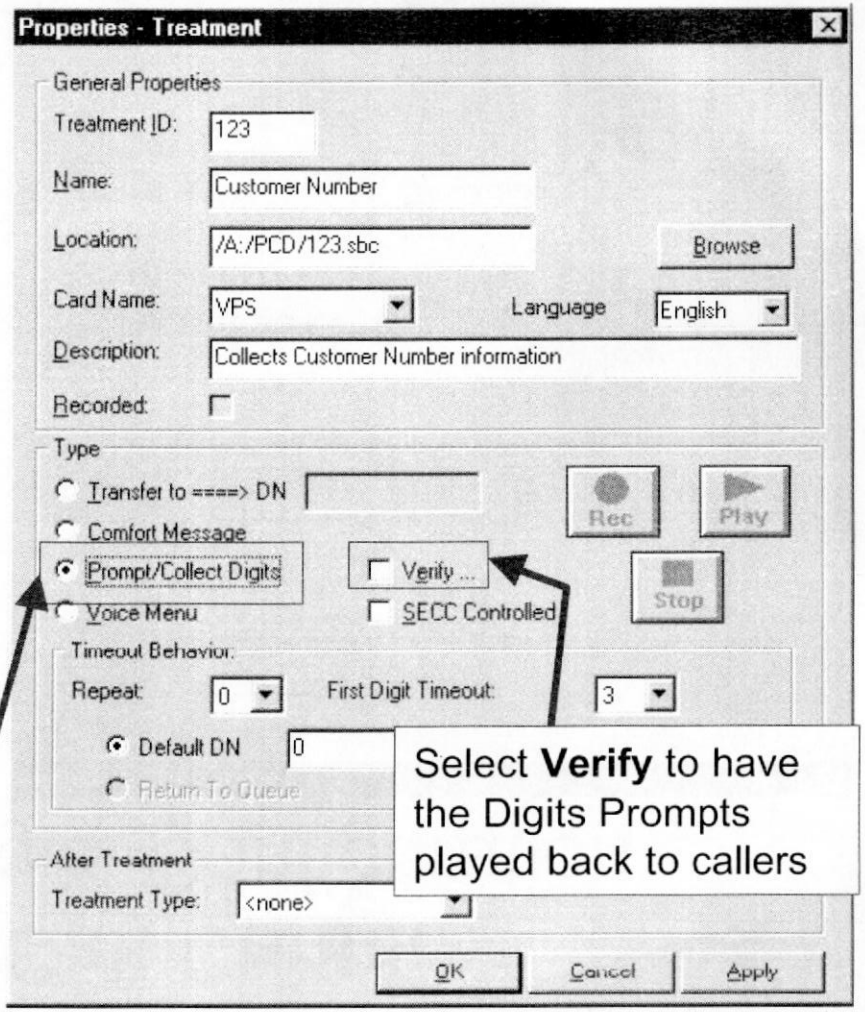
Symposium Express Call Center
Play Prompt/Collect Digits Configuration

- The Prompt/Collect Digits option will only be available if enabled by the keycode
- The Verify option can be used to play Digit Prompts back to callers to verify the digits that are collected
- The call treatment can be:
  - SECC Controlled
  - Configured as a Greeting Announcement only



Select **Prompt/Collect Digits**

Select **Verify** to have the Digits Prompts played back to callers

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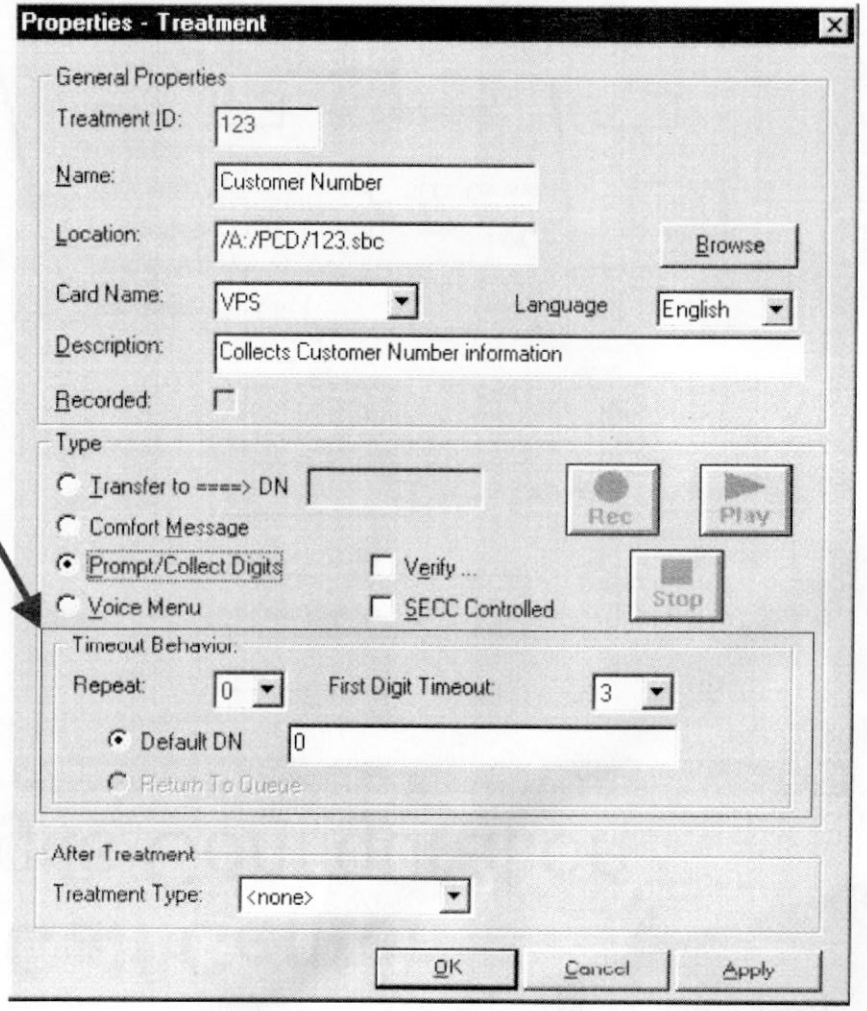
Symposium Express Call Center
Play Prompt/Collect Digits Configuration

- Timeout Behavior is configured in the same manner as for Voice Menus
  - Repeat is the number of times the treatment will be played if no digits are entered
  - First Digit Timeout is the time in seconds before the repeat is played if no digits are entered
  - Default DN is the DN to route calls when all repeats have been played if no digits are entered
  - Return To Queue option can only be used if the treatment is SECC Controlled (Note: it is grayed out in this example)



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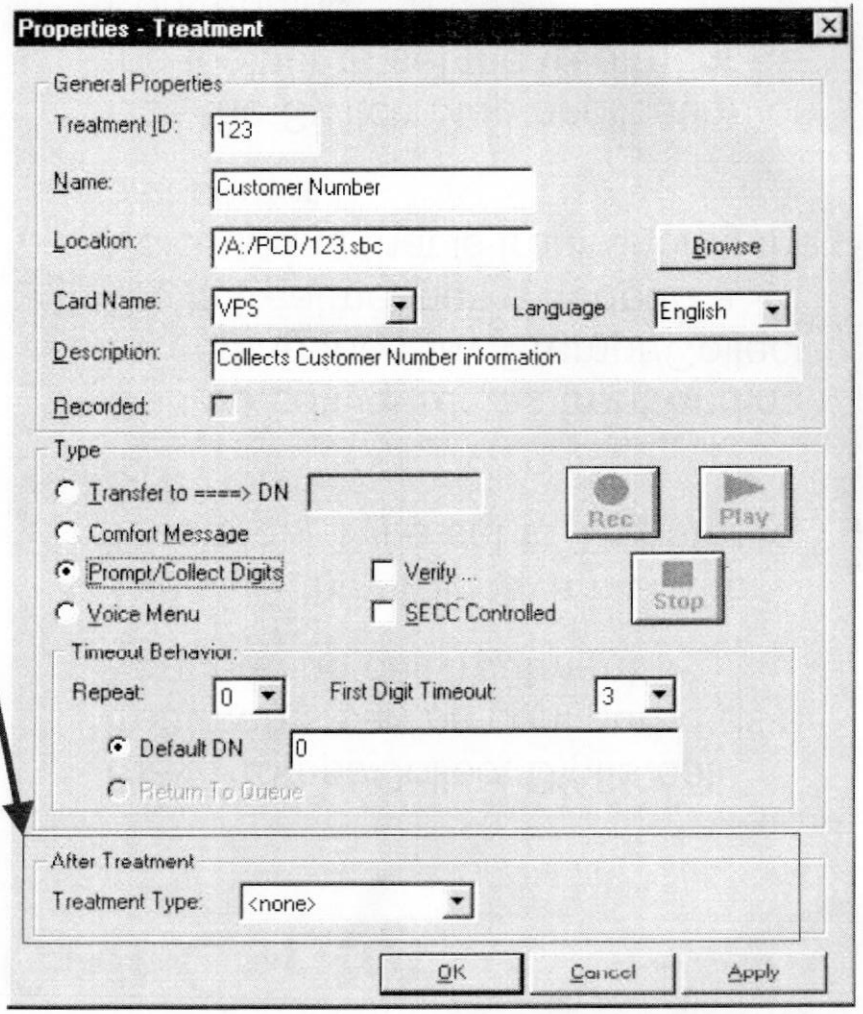
Symposium Express Call Center
Play Prompt/Collect Digits Configuration

- Multiple groups of numbers can be collected and and sent to TAPI at the same time by adding another Prompt Collect digit treatment as an after treatment to an existing one; for example you can collect a Customer Number followed by an Account Number
- Data is sent to TAPI in the form of a string of digits after the last Prompt Collect digit treatment in the chain has been processed
- Each number is separated by a colon;for example 1111:123456
- The maximum number of digits that can be collected is 120 (this includes the colon separator)



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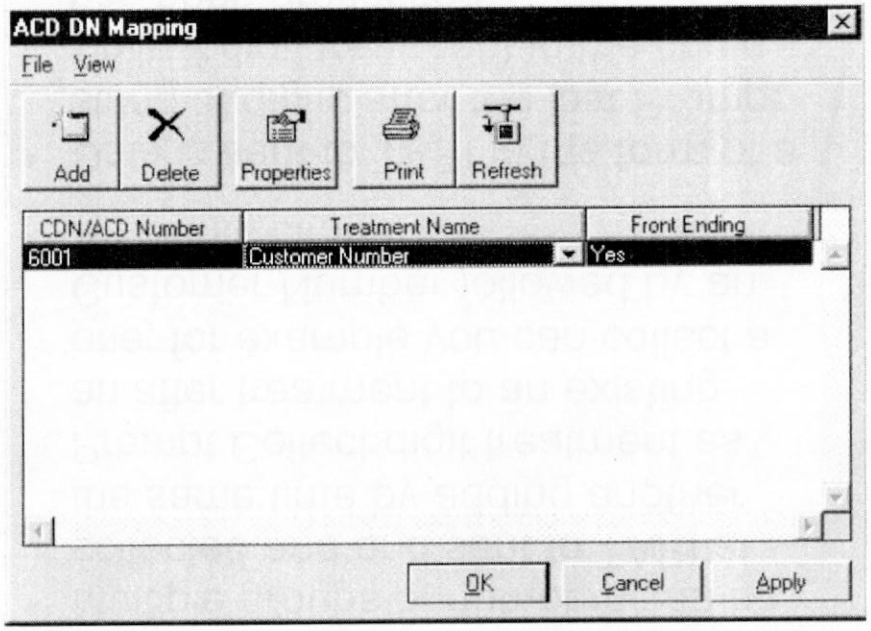
Symposium Express Call Center
Front Ending



- Play Prompt/Collect Digits call treatments can be configured as a front ending call treatment
- Typically they will have the After Treatment Type set to Transfer to DN
- Can be configured as front ending by adding the Play Prompt/Collect Digits treatment as a node to a Voice Menu that is front ending the call center
- Use the Switch Map application on the toolbar to set the treatment as front ending
- Incoming callers arrive at the IVR ACD queue

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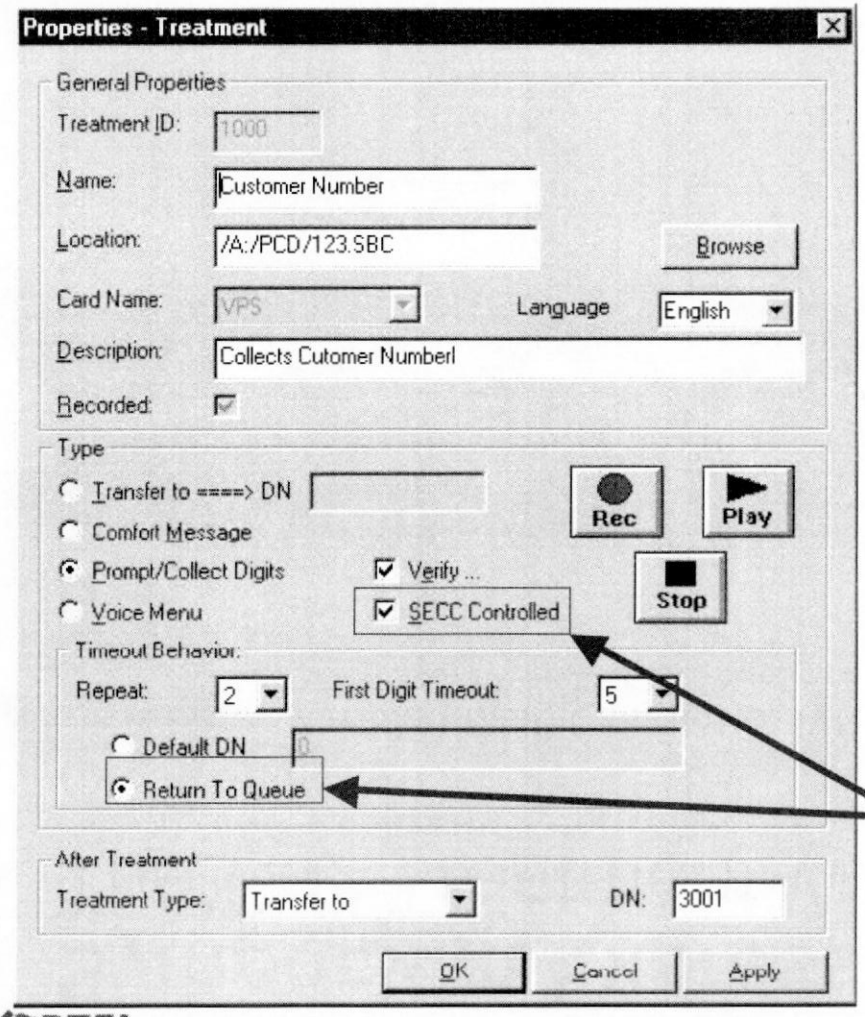
Symposium Express Call Center
SECC Controlled



- Play Prompt/Collect Digits call treatments can be configured as a as SECC Controlled
- Check the SECC Controlled checkbox in the Treatment Properties dialog
- Selecting this option enables the Return To Queue option under Timeout Behavior

Check the **SECC Controlled** checkbox to enable the **Return To Queue** Timeout Behavior

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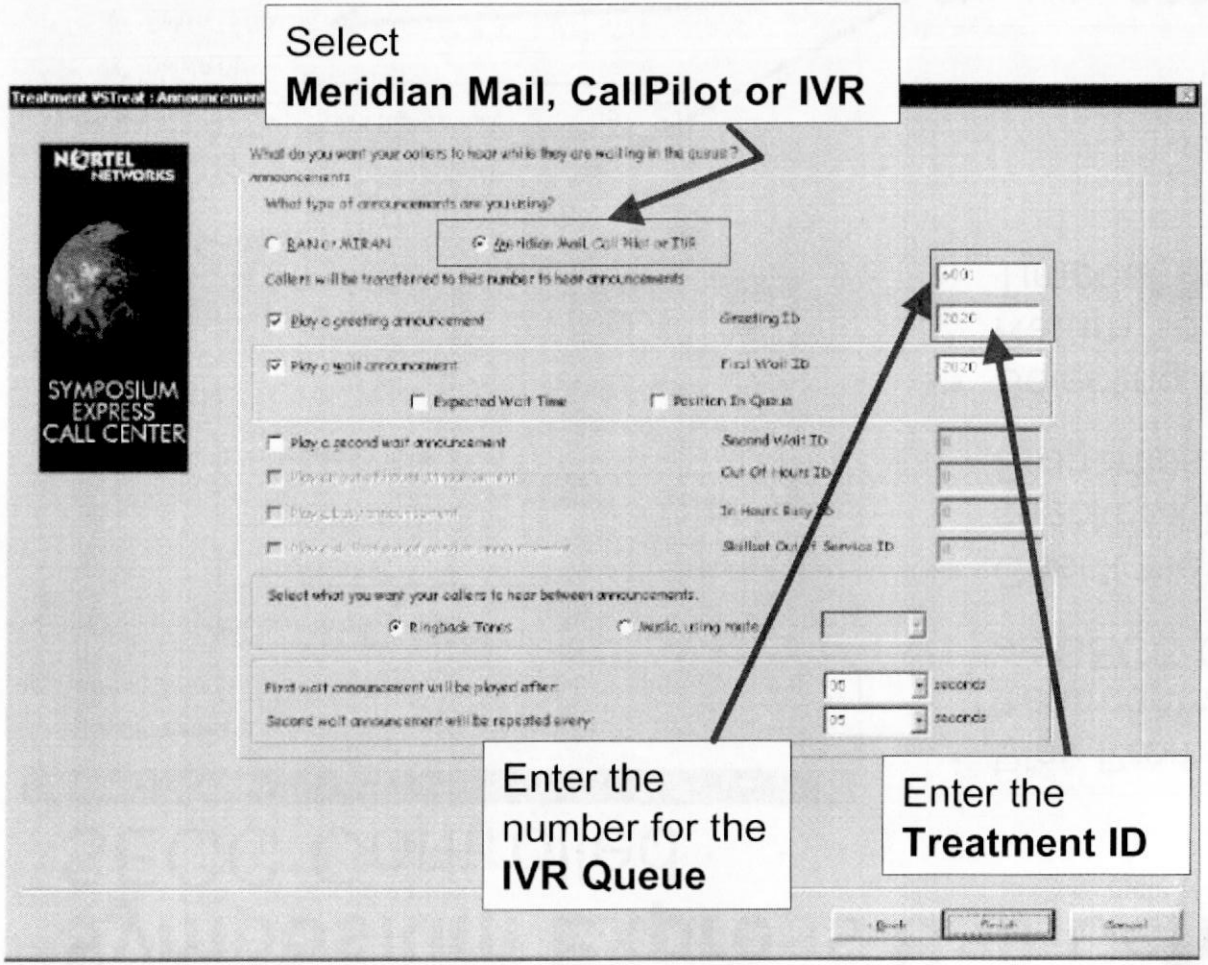
Symposium Express Call Center
The Call Treatment Wizard



- The Play Prompt/ Collect Digits call treatment must be referenced in the SECC Call Treatment Wizard and must be configured as the Greeting Announcement
- Enter the VS IVR queue and the Play Prompt/ Collect Digits call treatment ID number as the Greeting ID

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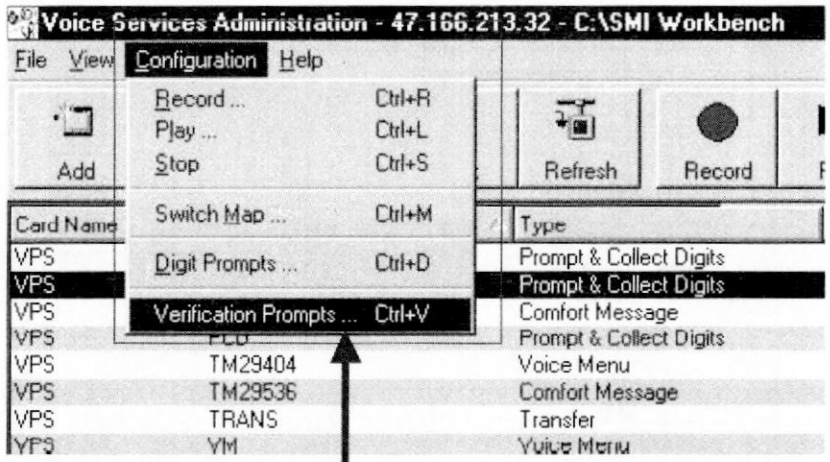
Symposium Express Call Center
Play Prompt/Collect Digits Verification



Click to open the **Configuration** menu and select **Verification Prompts**

- If the verification option has been selected, the callers entered digits will be replayed after confirmation; for example “Enter your Account Number followed by the ‘#’ key”
- You can also configure pre- and post- verification prompts
- Examples:
  - Pre-verification prompt; “The Account Number that you entered is 1234567”
  - Post-verification prompt; “If this number is correct, press any key to continue, or wait until prompted to re-enter the number”
- If the digits are not confirmed, the main treatment prompt will replay

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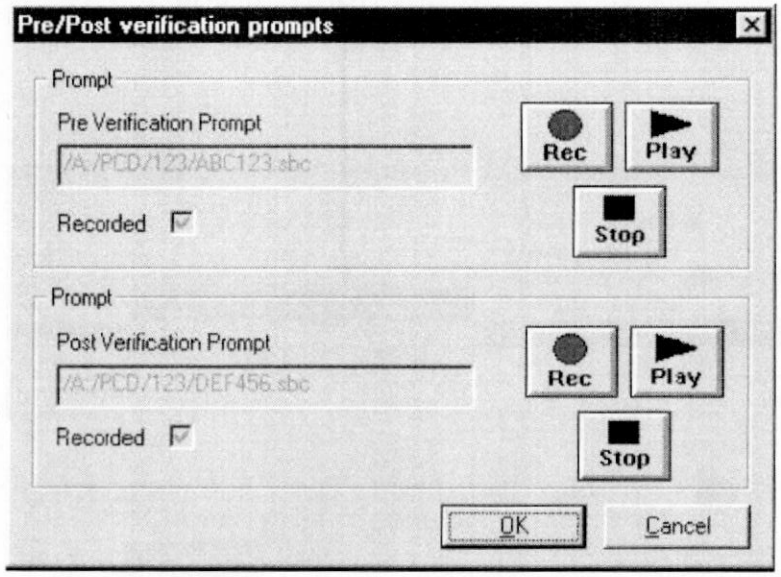
Symposium Express Call Center
Play Prompt/Collect Digits Verification



- Record the pre- and post- verification prompts by clicking on the **Rec** button
- The prompt locations are fixed and cannot be changed
- Once the prompt has been recorded, the **Recorded** checkbox will be checked
- The system can only use pre- and post- verification prompts if they are recorded

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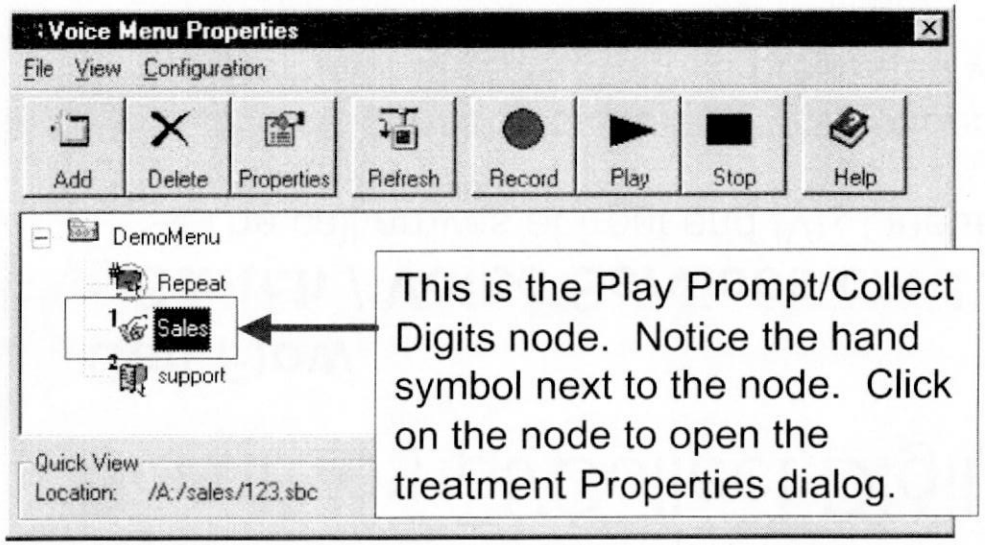
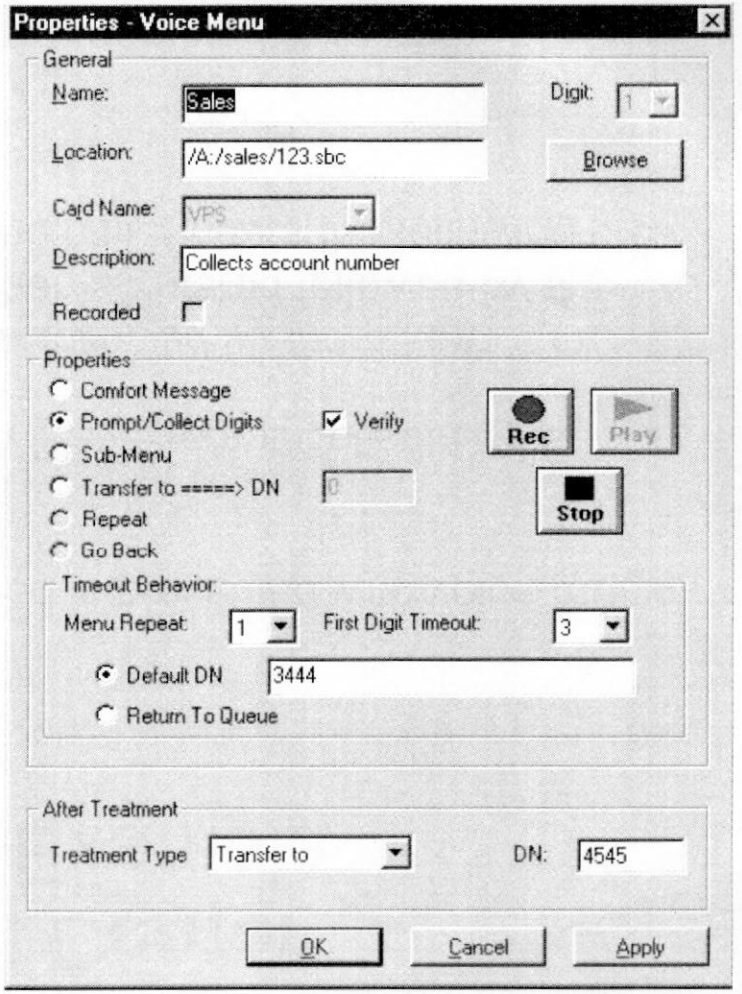
Symposium Express Call Center
Play Prompt/Collect Digits Example

This example is a front ending Voice Menu with two menu options. Option 1 is titled Sales and contains a Play Prompt/Collect Digits node that is used to collect the customer's account number and transfer the call to the Sales skillset on CDN 4545





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Symposium Express Call Center
Play Prompt/Collect Digits Example

Call Flow

- **Switch / Voice Services card**
  - The call arrives at front end IVR Queue and is presented with voice menu announcement;
    "Please press 1 for Sales or 2 for Support"
  - The caller selects 1 and is presented with Play Prompt/Collect Digits announcement;
    "Please enter your 8 digit account number followed by the # key"
  - The caller enters the 8 digit account number is entered followed by #
  - Because verification has been enabled, the caller hears the following pre-verification prompt;
    "Your account number is 12345678"
    Followed by the post-verification prompt;
    "Press any key if this is correct or wait to be prompted to re-enter number"
  - A key is pressed to confirm and digits are sent with the Call ID to the TAPI Server
  - After Treatment Transfer to DN (CDN 4545) is now processed

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Symposium Express Call Center
Play Prompt/Collect Digits Example

Call Flow (continued)

- **Symposium Express Call Center**
  - The call arrives at the Symposium Express Call Center server via CDN 4545
  - The caller is routed to the next available Agent in the Sales skillset (Symposium Express Call Center Skill based routing
- **TAPI / Symposium Agent**
  - Caller digits are popped to Agent screen using Symposium Agent / TAPI

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Issue date : **23rd November 2005**
Service Update (SU) : **NN_SCCS_5.0_SU_06_S**
Applications : **Symposium Call Center Server (SCCS)**
Application Platform : **Server**
Application Version : **05.00.00**

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Dependencies

This SU contains enhancements delivered in NN_SCCS_5.0_SU_02_S to the Meridian Link Interface. These enhancements have dependencies which are detailed in Appendix A.3.

M1 patch MPLR18040 is required for Q00782598-01. The patch is required for Rls 25.40, 25.40b and Succession Rls 3.0 but only for Opt 11C machines. It will be up-issued and patches will be available for all CPU types. It will be included in Succession Rls 4.0.

M1 patch MPLR18123 is required for Q00792920-02. The patch is required for Rls 25.30, 25.40, 25.40b, Succession Rls 3.0 and is included in Succession Rls 4.0

The server fix Q00884572, delivered in NN_SCCS_5.0_SU_04_S, works together with the client fix Q00910405. Q00910405 is contained in Release 4.0 SU12C for the client.

As part of the server fix Q00945967, delivered in NN_SCCS_5.0_SU_04_S, a new registry key is added. Please see Appendix A.4 for instructions on the functionality of this key.

M1 patch MPLR18852 is required for Q00912144-01 which is delivered in NN_SCCS_5.0_SU_04_S. The patch is required for Rls 25.40, 25.40b and Succession Rls 3.0. This M1 patch supercedes MPLR16410 and MPLR18040.

M1 patch MPLR 17423 is required for Q00961201 which is delivered in NN_SCCS_5.0_SU_05_S . The patch is required for Rls 25.40b, Succession Rls 3.0 and is included in Succession Rls 4.0.

SU06 introduces TAO 1.4 as the embedded ORB providing CORBA services to SCCS 5.0. The existing Visibroker ORB is deactivated. Please see Appendix A.5 for more information.

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Installation Maintenance Notes

Sybase Services

Please ensure that the Sybase XPServer service is stopped before installing this patch.

Please wait while automatic database update Q00730079 executes as it may take up to one hour to complete on systems with a large database.

An 'Existing' installation means that installation of SCCS has been completed and the utility 'Sever Setup Configuration' has been run. A 'New' installation means that installation of SCCS has not begun. Choose the appropriate section below for Installation Instructions.

Uninstallation Maintenance Notes

This Service Update will be automatically uninstalled during installation of a later Service Update.

Installation Instructions for Existing Installations of SCCS

Run "NN_SCCS_5.0_SU_06_S.msi" to install this patch.
During the installation of the patch, the following services will be shutdown automatically :

* TFE Bridge Connector
* TFABRIDGE_Service
* Host Application Integration
* TFA_Service
* RSM_Service
* ES_Service

Please refer to section "When to Reboot the Server" for instructions on when to reboot the server.

Installation Instructions for New Installations of SCCS

Copy file 'NN_SCCS_5.0_SU_06_S.msi' to 'D:\NN_SCCS_5.0_SU_06_S.msi'. The SU will be automatically installed during SCCS installation.

Uninstallation Instructions

Use the 'Pep Viewer' to manually uninstall this SU. Please refer to section "When to Reboot the Server" for instructions on when to reboot the server.

When to Reboot the Server

Symposium Call Center Server Services

It is not necessary to shut down Symposium Call Center Server services during install and uninstall of this SU. Note some services will automatically be shutdown as noted above.

When this patch has completed installation or uninstallation you will receive a message:

> "You must restart your system for the configuration changes made to NN_SCCS_5.0_SU_06_S to take effect. Click Yes to restart now or No if you plan to restart later."

When the install or uninstall has completed you may install or uninstall another patch without rebooting the server or restarting services. In this case you should select "No" and

continue with other installs.

If you select "No", note that the 'PEP Viewer' application
will advise that NN_SCCS_5.0_SU_06_S is installed with status
"Inactive, requires reboot".

You must reboot the server in order to restart the SCCS
services and for the configuration changes to take effect.

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System Changes
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The following changes are made to services:

* NINCCAuditService is added to NCC systems only.

No changes are made to environment variables.

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Solutions
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New fixes in this SU

PEP Structure	Description
Q01203759	SCCS 5.0 Pep Info does not give long enough time for SU05 to uninstall
Q01199889	TFA, ES and RSM services are in Unkown state after upgrade to SCCS 5.0 SU06S
Q01198628-01	Intermittently HDX client fails to connect because port 1550 is not available
Q01201048	HDX does not allow CCT5.0 to connect after installing latest patches
Q01187248	SCCS R 5.0: Sybase installation falls on Win2003 with SP1
Q01112183	HDX Test Util for TFE Simulation
Q01191776	SU06 Update TFE Bridge GUI for TAO14
Q01186574	Give SELECT/UPDATE permissions to wcconnect on NITaskFlow and NITaskFlowVariable
Q01182153-01	R5.0 SU06 TFA Bridge inconsistent after dereg
Q01071254-01	SCCS 5.0: Call not queued to correct skillset
Q01165443-01	SCCS 5.0 Default DNIS Service Level Threshold is 0
Q01177975-01	TAO reg changes to be done
Q01180571-01	R5.0 SU06 50% CPU Usage on TFA Service
Q01166921-01	Thread specific variables do not work if DLL loaded explicitly
Q01082207	Enhance Name service (nbnmsrvc.exe) logging
Q01090588	Toolkit designer logging improvements
Q00368998-04	Max Wait Time Field reset to zero in RTD after Return to Queue
Q00818595-02	HDC Crash
Q01050604-01	SCCS 5.0 - Skillset 'Call Ans' value jumped to a low value for some skillsets
Q01080521-01	SCCS5.0/ACD calls not being pegged against an Activity Code
Q01117827-01	SCCS 5.0 - Agent RTD/Reports showing incorrect agent state
Q01086966	SCCS 5.0: HAI to include KeepAlive mechanism provided by HDX
Q01105279	HDX Provider Tracing Not Manageable
Q01136332-01	HAI - very high CPU usage with external DB unavailable - robustness issue
Q00882029	SCCS 5.0 DIW "Configure Database Connections" error messages not understood
Q01028715-01	SCCS 4.2 - TFA_Service shutdown error on SU13S - partially duped on SCCS 5.0
Q01133483	TFA Bridge Memory Leak
Q01104791	High HAI CPU due to unlimited depth search in response to SQLGetDiagRec
Q00990709	Provide fix for build for TAO
Q01028686-01	OLDEST CALL Intrinsic not working
Q01133579	Incorrect Agent receives the call after several RTQs
Q00984151	ASM trace starts up when ASM restarted in spite of TraceOnAtStartup set to 0
Q00368520-04	CBC report: Handling time is too big (9 digits number)
Q01002696	SCCS5.0 - Installing su05 gives error when designer patch is installed on system
Q01148470	Integrate TAO 1.4.1 into the build.
Q01116284-02	SCCS 4.2 / MLSM Service Terminated at 12:32 04/11/2005
Q01116393-01	SCCS 5.0: PVI Checker reports error when Win2003 SP1 installed on system
Q01119345-01	SCCS R5 - VSM terminates if call abandoned as Access IVR Session begins
Q01002613-02	SCCS R4.2 & SCCS5.0 - Queued Skillset calls do not present to idle agents
Q01138844	Notification broadcast send timeout set when broadcasting to webclient

```
Q01112125       Adding agent state logging to debug (RDCDEBUG) RDC build
Q01107642       New DXProvid.dll
Q00920728       SCCS 5.0: DIW registry cleanup required after ODBC maintenance
Q01133749       TFA Server logging mechanism to change to increase speed.
Q01104792       Lack of thread safety can cause HAI termination after DB connection failure

NN_SCCS_5.0_SU_06_S

  NN_SCCS_5.0_SUS_0504_S  -- PEP Contents --
  NN_SCCS_5.0_SUS_0503_S  -- PEP Contents --
  NN_SCCS_5.0_SUS_0502_S  -- PEP Contents --
  NN_SCCS_5.0_SUS_0501_S  -- PEP Contents --
  NN_SCCS_5.0_SUS_05_S  -- PEP Contents --
```

For information regarding "-- PEP Contents --" please see Appendix A.1.

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Appendices

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A.1 Obsolete Patches contained in this SU

NN_SCCS_5.0_SUS_0504_S

```
Q01108744-02    SCCS 5.0 SU04 - IPML - Succession 4.0 / MLSM, and ELAN drops
Q01110524-01    SCCS R5 - SYS_TEN_TIMEOUTS with SU05S and up to SUS_0503_S
Q01105877-01    HDX problems on SWCP (Corba HDX client) after SU05S is installed
Q01101604-01    SCCS 5.0 SU05: IS_Service timeout in SMONW after reboot, RTD's can't launch
Q01086730-01    SCCS 5.0 Networking - ASM Termination with incorrect timer config
Q01107463-01    SCCS 5.0 Networking - Hung Call with delayed presentation in skillset queue
Q01110800-01    SCCS 5.0 Networking - High DN talk time in reports
Q01148762-01    SCCS 5.0 Networking - Application and Skillset Max Wait Time not matching
Q01097015       Add actual agent priority to NI_SkillsetAddedEvent
Q01035093       SDMCA Logfile path in registry causes problem for trace control utility
Q01074953       Unchecking TFE Bridge connector gui does not turn feature off.
```

NN_SCCS_5.0_SUS_0503_S

```
Q01014360-01    AllAgentBusy Reporting
Q01046648-02    Default Activity Code pegging is suppressed by call being placed on hold
Q01056824-01    Networking - Agents on real time display show longer duration
Q01060757-01    Agent RTD shows Agent Idle when the Agent is Not Ready
Q01068523-01    SCCS 5.0 Fails to Display historical data after Install of SU05 + SUS0501
Q01072960-01    Networking - Agents not returning to Idle Queue
Q01073432       TAO:Win32 HDX client doesn't de-register after 60 sec timeout
Q01075098-01    Networking - Agent Showing Idle when actually on Call
Q01084158       Corba services unable to rebind to Naming Service
Q01099690       HDX SEND REQUEST message timeout using TAO
```

NN_SCCS_5.0_SUS_0502_S

```
Q00891173       Networking: ASMMaint::callback - Received OAM STATUS: 159
Q00939091-01    No Call Data presented to TAPI once TAPI has been rebooted.
Q00950889-01    RDC terminates after exception on NIRDC_clSkillstRec::get_m_wAgtOnDNCall
Q00953116-01    Networking: Low Agent count, high traffic, get NOT AVAILABLE state
Q00956145-01    Networking - ASM Terminates when queuing twice to LNI skillset
Q00961485       ASM Terminates when LNI call is presented as the call is being routed to a DN
Q00963264       Agent gets stuck in "Not Available" state when an LNI call is presented as the call
is being routed to a DN
Q00976939       Generic Logger - Netmon Trace loads ASM CPU Usage 3 fold
Q00976955       Generic Logger - copy netmon while tracing causes collection to stop
Q00979360-01    Networking: Calls not being presented to idle agents
Q00982602-01    Unable to install SCCS when NIC cards are not connected
Q00984151-01    ASM trace starts up when ASM restarted in spite of TraceOnAtStartup set to 0
Q00997715-01    SCCS R5 - ASM cannot start after SCCS rebooted when SWC is active
Q00997785       Duplication HDX provider ID regististration shoud send a error to Event Log

Q01003141       NBNM_Service fails to start on cores system with large database
Q01005915       NBNM_Service and DBNotifier_Service do not shut down
Q01006152       Throughput TFE to HDX crash @ 30K CPH
Q01006855       Provider.exe fails to receive data after HDX buffers overflow
Q01009371-01    Q01009371-02   Primus: NORT184806 : SCCS 5.0 ASM Crash
Q01010227       TAPI data attach does not work when TAPI process is killed and restarted
Q01015479       SWC doesn't function correctly if computer host name changed on a cores system.
Q01017420-01    EB discards messages after a blind transfer
Q01022878       Spelling mistake in numerous messages in HAI_TAPI Log
Q01026969       SEI doesn't cleanup on deregister from TAO Naming Svc
```

Q01028783 TFE Bridge connector service causing other sccs servives to start.
Q01029300 TAO : Allow TAO Trace to file to be configured from ini file
Q01030149-01 Fix in SUS0402S disables multicast detection
Q01035025 Log path reverts back to default if path is to long (RSM, SEI)
Q01038186 Networking - Incorrect access to NCP Call dBase causes ASM Termination
Q01046648-01 Default Activity Code pegging is suppressed due to DN call
Q01049998 Server Config Utility causes SCCS Services to shut down.
Q01064627 SCCS 5.0: Update TAO regsitry with new hostname after a computer name change
Q01064616 SCCS 5.0:Client apps cannot connect to Name Service from remote pc

NN_SCCS_5.0_SUS_0501_S
Q01020734 Stored procedure updates for CCMS 5.0 SUS0501 Pep

NN_SCCS_5.0_SU_05_S
Q00873136 DMS: RTD refects incorrect details on call release to SDN
Q00877252 Rep Server - Creating desktop user can cause replication to suspend
Q00880666-02 Voice Service does not work properly after reboot
Q00887106-02 Numerous event codes 48459 in client event log
Q00919794 SCCS 5.0 uninstall is not complete
Q00919862 DIW console displays confusing messages when provider ID changed
Q00919867 DIW debugging difficult while at log level 4 or higher
Q00924090-01 nisoppep.dll reports 'buffer is too small'
Q00932169 Enhance PEP Viewer to uninstall Designer Patches
Q00935025-01 Activity code & NR Reason code Alignnment
Q00936911 NGenDist Created Prior To Install Causes SCCS To Fail to Install
Q00939091 No Call Data presented to TAPI once TAPI has been rebooted.
Q00951228 Login check doesn't appear on PVI checker when account is incorrect
Q00953116 Networking: Low Agent count, high traffic, get NOT AVAILABLE state
Q00954286 Intermittently missing Agent Ready pegging after agent login
Q00956145 Networking - ASM Terminates when queuing twice to LNI skillset
Q00958421 Critical event Minor Sybase error (error code=247) in Event Browser
Q00960674 HAI does not support database stored procedures
Q00961201 No error message while registering valid Device Group followed by invalid.
Q00961376 ASM Console Window not operating properly with new trace utility
Q00964751 Sybase folder not deleted from Start -> Programs when SCCS uninstalled
Q00968603 Enhancements to provider.exe (log to file, packet counters, etc)
Q00969204 Replace Visibroker ORB with TAO
Q00979562 Restricted events.idl for Cisco
Q00984825 "Co-Resident" should be written as "Coresident" in PreInstallCheck
Q00993871 Cannot stop TFE bridge service on win 2003 server
Q00996141 HAI Memory Leak
Q00999449 Memory Allocation
NN_SCCS_5.0_SUS_0401_S -- PEP Contents --
NN_SCCS_5.0_SU_04_S -- PEP Contents --

NN_SCCS_5.0_SUS_0401_S
Q00976332-01 Break time causes Network Agents to be logged out
Q00979288-01 MLSM High CPU usage with more than 1 MLSM app

NN_SCCS_5.0_SU_04_S
Q00372624-03 ACCESS will not accept file names over 13 characters from AppBuilder
Q00494810-01 iona: RSM log file should not be created in C:\WINNT\system32
Q00659572-01 SEI testing, AgentLogin event does not show correct time
Q00818498-02 Agent showing idle state when unable to take skillset call
Q00820127-02 MAS - Cannot Delete Desktop Users due to Scheduled Jobs
Q00837104 SCCS 5.0 Serviceability
Q00838630 Reword error message in ninoam_promote util when it's a communication timeout
Q00840799-02 Personal DN not forwarding when agent logs on
Q00843683-01 Problem with DN on hold for analog phonesets
Q00853711-02 HDM Error from Server: Arithmetic overflow during implicit conversion of INT
Q00854407 Change nbdb_all.bat to allows SCCS to install on Windows 2003
Q00854469 Change nidbcfg.pl to allows SCCS to install on Windows 2003
Q00858387 Update of NIHAIW help file.
Q00871641 TraceControl Utility Submission
Q00872046 Enhancements to Pre-Install Check Utility for phase 2
Q00874150 HDX Registered providers cannot de-register on thier own
Q00876605 Submission changes supporting SCCS R 5.0, WEB Client and TAPI co-residency
Q00877340-01 MAS - Access Class Mapping error prevents Users from being Deleted
Q00880297 Running server setup config on active sccs causes replication to suspend
Q00882139 Networking: Incorrect Agt. Resv. Timer config can cause ASM Termination
Q00882141 ASM modifications for Trace Control Utility
Q00884572 DB Rep: Threshold to stop cbc database filling up is not always hit.
Q00886383 SvrConfig execution dialog needs clock to avoid state 'not responding'
Q00890056-01 Phantom calls in Application RTD from Discarded EB messages
Q00890536 TraceControl Utility fixes for beta version
Q00890731 Changing DB install batch files to support SCCS upgrades on Win2003
Q00891110 Networking: Q to multiple skillsets, LNI ON, intermittent issues

Q00891353 Migration from 4.0 launches undocumented dialog
Q00893180 SCCS 5.0: Enhancement to automate PRD for network backups
Q00893381-01 HDX intermittently reverses the SEND INFO/SEND REQUEST sequence
Q00893869 Networking: Calls stuck in RTD when answered on Source
Q00896952 Incorrect default Provider ID
Q00896967 The path for the properties file is incorrect
Q00898616-01 Controlled Broadcast Can be Rejected if Added to an existing Voice Treatment
Q00900394 NBConfig changes needed to prevent invalid deletion of NCC site
Q00900526 Networking - Servicibility enhancements for Networking Events.
Q00902477 Networking - ASM Request Time Out causes Skillset Queueing to fail
Q00908550 PVI Checker does not refresh when oldprd is added to D drive
Q00910515 PVI checker incorrectly reports on disk drives
Q00912144-01 SCCS R4.2 - SU11S introduced wrong call id to MLSM Call Abandon message
Q00912270 Database backup&restore should validate REMOTE account
Q00912897 If Terminal services not installed on Co-Res, PVI checker displays WARNING
Q00912955 Minimum partition sizes for Co-Res systems
Q00914480 Refresh of PVI checker not reflected on install shield wizard
Q00916954 NBNM service does not stop due to IceEmHlpService dependency
Q00917211 DMS: RTD displays incorrect InCalls States for SDN calls
Q00918824-01 Primus: NORT167808 : SCCS Call never present to agent when coming out of NRD
Q00924181 DMS: Dongle check failure after SCCS install on fresh Win2003 server
Q00924756 Standby Server requires higher configured default value for table locks
Q00925112 DMS: Agent not available after SDN onhold/release call
Q00926540 LPT1 port and a: drive status not displayed correctly on the PVI checker
Q00930398 An additional check is required in the PVI checker for IIS
Q00931574 Cannot launch SU04S readme from PEP Viewer on CO-RES Systems.
Q00935046-01 239.x.x.x multicast address should be allowed
Q00936417-01 Agent shown as DN on Hold even after releasing call
Q00936987 MLSM dynamic tracing
Q00945260 Networking: ASM terminates when agt object is incorrectly accessed with LNI
Q00945967 The order of MLS messages changed when a local transfer completed to a CDN
Q00946959 Pre-Install Check should not report error if not a domain member
Q00948000 Intermittent startup
NN_SCCS_5.0_SUS_0305_S -- PEP Contents --
NN_SCCS_5.0_SUS_0304_S -- PEP Contents --
NN_SCCS_5.0_SUS_0303_S -- PEP Contents --
NN_SCCS_5.0_SUS_0302_S -- PEP Contents --
NN_SCCS_5.0_SUS_0301_S -- PEP Contents --
NN_SCCS_5.0_SU_03_S -- PEP Contents --

NN_SCCS_5.0_SUS_0305_S

Q00885992-01 RTD displays incorrect Agent Idle state where it should be busy
Q00901864 LNI Nwk Call ID swapped between ASM and EB causes Phantom call
Q00911386-01 SECC R4.2 - Intermittent failure to present call after previous call abandons
Q00919746 LIA to next caller fails if caller abandons call on prev call
Q00922897 Agent Perf report, LNI calls Trans'd/Conf'D out not pegged

NN_SCCS_5.0_SUS_0304_S

Q00857548 Networking - LIA Since Last State Change PI for Networking customers (Changes in ASM and RDC)
Q00891110 Networking: Q to multiple skillsets, LNI ON, intermittent issues
Q00893869 Networking: Calls stuck in RTD when answered on Source
Q00901775 Nodal Request Wait Timer expiring after agent returns call to queue causes call to get stuck
Q00902163-01 Calls not pegged as offered when queued to multiple skillsets
Q00904348 Call rejection causes failure to deliver network call afterwards
Q00904095 Calls Answered > Calls Offered for Skillsets Reports
Q00911077 Presented NSBR call returned to queue using DN key fails to process
Q00915210 Networking - ASM crash when call abandons before ITS NSBR msg completes

NN_SCCS_5.0_SUS_0303_S

Q00874212 Networking: EB does not identify Union Break time
Q00884876 Networking: Local Node not included when configured for n/w SS on SU03

NN_SCCS_5.0_SUS_0302_S

Q00887886 DNRegistration Response Changed Caused IVR TNs Not To Register

NN_SCCS_5.0_SUS_0301_S

Q00673887 Reinstall feature SYMPOSIUM_SOFTWARE fails using Add/RemoveProg
Q00808333 Networking: Idle Agent Does Not Answer Queued Calls
Q00809279 Networking - Phantom calls caused by incorrect messages in EB Service
Q00826351 Remove from skillset cmd doesn't decrement calls waiting in Skillset RTD
Q00827514 Networking:LNI ON "Remove from Net Skillset" Intrinsic removes from local
Q00829237 Networking:LNI ON "Priority in Net Queue" intrinsic, incorrect behaviour
Q00837949-01 TSM sending wrong error message and filling up internal request table
Q00840709 Networking - Incorrect EB Events are being logged with new networking
Q00841666 Networking: Too many BNS messages in the ASM trace at start-up

Q00843615	Networking - Phantom calls caused by missing CallReleased msg in EB
Q00847286	Networking: TFE is not aware of implicit local node queuing in ASM
Q00852161	Networking: LNI Only: Agent RTQ on Reservation causes ASM Termination
Q00853307	Services must not be startable if configured as REPS standby
Q00854243	Networking: ASM crashes on local agent re-login after LNI presentation
Q00856891	Call Not Presented to next Longest Idle Agent when Not Ready key used to rls
Q00858377	HAI responses to old messages after de-register / re-register from HDX
Q00860125	PepInfo enhancement for uninstalling patches
Q00861331	Networking: ASM terminates on network call transferred back to source
Q00868233	Networking: PRIORITY IN QUEUE doesn't work when local agents logged out
Q00871395	Networking: QUEUED intrinsic not working properly in SCCS 5.0 SU02

NN_SCCS_5.0_SU_03_S

Q00366747-02	Acquire of an invalid TN with Channel stops all voice
Q00367480-02	VSM thread timeout during prolonged situation of an invalid Mbx Pswd
Q00368446-02	Delete formula should check threshold table
Q00480337-01	Missing help text for Event Code 48861
Q00486391-01	SCCS Server Setup Config utility unable to decrypt keycode due to 41922
Q00491403-01	SCCS: SvrConfig VoiceConnection continues when no IP address entered
Q00514523-01	SCCS: Error on Creating a PRD (Platform Recovery Disk)
Q00517795-01	SCCS: Iona: Corba Vendor Commands nsutil not included
Q00528534-01	SCCS: EVENT 46750 - NO DESCRIPTION - unknown event
Q00560274-01	Supplementary misspelled in PVI Chekcer
Q00565909-02	MAS: Performance monitor showing values of 1000% for processor usage
Q00568109-01	"Shutdown" on Database Integrity Check dialog box should be "Shut down"
Q00569336-03	MAS: NBSS database access errors causes service to stop processing
Q00579434-01	SQL.ini file not updated with Documented CLAN change
Q00590995-01	MAS: Log file overflows if COM2 not configured - workaround not applied
Q00602611-03	MAS: Security server blocking all client logins due to Mutex Timeouts
Q00607587-03	MAS: Memory leak is caused by running continuously scheduled report
Q00609145-01	IVR Queue Stats report shows incorrect number of calls answered
Q00614244-01	SCCS won't allow Personal DNs greater than 4 digits
Q00614423-01	MAS: Scheduled daily backup fails
Q00635846	RSM Stream Changes For MIROS
Q00646070-01	NBCONFIG site table incorrectly dropped on NCC after SvrConfig
Q00658705-01	SCCS: SampleClient app for SEI does not contain correct Skillset Priority
Q00667545	SCCS: Language PEP integration for SU03S
Q00673887	SCCS: Reinstall feature SYMPOSIUM_SOFTWARE fails using Add/RemoveProg
Q00675440	RTDs do no show correct call states for some DMS Hold scenarios
Q00677799-02	MAS: Backup reported as failed even when successful
Q00679139	Spelling typos in Database Restore Utility
Q00701442	CPI treatments fail after SCCS elan disconnected during broadcast.
Q00710290-01	All Agent Staffed Time pegged against agents in standby for a skillset
Q00711950-01	All Agents Busy pegging incorrect in Skillset Performance report
Q00713181-02	QUEUE TO SKILLSET BY LONGEST IDLE AGENT Fails
Q00714925	Database restore does not tell user to restart or reboot
Q00715068-01	SCCS: ServerConfig fails to convert switch serial number to UPPERCASE
Q00716758	User can initiate more than 1 database restore at the same time
Q00717701	SCCSDMS: MAS: Numerous major TSM API failure alarms in event browser
Q00719037-01	Incorrect Statistics of IVR call transferred out in history report
Q00719664	If HAI disabled in keycode, error seen when running iccmsu
Q00727268	SCCS: Migration window shouldn't allow tape option for 4.0 to 5.0 migration
Q00728407	SCCS: Keycode error after Migration from rel 5-5 when restore fails
Q00740581-01	MAS: NBFLT continuously crashing with SCCS in Win2000 domain
Q00741120-02	SCCS Networking :- R4.0 ASM terminated
Q00742915-01	dbspace utilty returning old Site Name
Q00744640	SCCS 5.0 for DMS: Not Ready Reason Code not present in RSM agent data
Q00748855	SCCS 5.0 for DMS: SDMCA startup problem seen on high-end capacity system
Q00755726	NICOMSETUP msg displayed during stage 6 of Svr Setup Cfg
Q00757760	Skillset RTD info incorrect after reboot/restart on high cap DMS server
Q00758550	Observations made in relation to DIW Console Window
Q00758554	DB Int Wizard doesn't UPDATE existing SQL statements as expected
Q00758850	HAI still being displayed on error messages for DIW
Q00760168-01	SCCS Networking: Agent being reserved for long period of time
Q00760970-02	Call pegged as abandoned twice when queue both locally and into network skillset
Q00761292-02	HDM terminated intermittently - BCP EXEC EXCEPTION
Q00762687	M911 DN Type not being propagated to MLS for Call Offered Message
Q00762871-03	Default Not Ready Reason Code not pegging statistic correctly
Q00763837-01	Call Transfer during voice session causes phantom calls in SCCS
Q00765234-02	MLSM is sending duplicate Releaseindication messages
Q00769958-01	SCCS: HDX deregisters providers after a week
Q00770304	SCCS: Nested WHERE statements cause TFE to crash
Q00774090	DB replication - NIeCallbyCallStatyyyydd - view reached database before table
Q00775002	Networking: Caller info is not displayed for locally terminated call
Q00775900	RTD's do not show hold time for DN Out External calls
Q00776993	Networking :- Design Issues discovered with R5.0 SU02

Q00778878 DIW: Allow SEND INFO to be available for DB access even when TAPI is used
Q00779812-01 SCCS Networking: Source node is not informed of target queue re-enable
Q00781556 HAI events show <Unknown Value> in alarm monitor Instance Column
Q00782503 Enhancements to simplify migration procedures
Q00782598-01 Remove the swapping of Network Call IDs in MLS
Q00782773 Change in PDF \ Feature file to support 3300 agents
Q00784052-01 SCCS 4.2 - Error seen for "DX_Server.exe" when SCCS is shut down
Q00784260 Networking: Q to Network Skill, then Q to Local Skill, not working
Q00784599 SCCS: Support for CISCO ICCM
Q00785219 Reword error message in ninoam_promote util when it's a mixed nodes scenario
Q00785362 Failure Status NOT passed from Database Integretion Wizard
Q00787164 Alarm Monitor events Severity Column show <Unknown Value>
Q00787301-01 MLSM Polling halts
Q00790637 SCCS Networking : ASM terminates unexpectantly under network traffic load
Q00790804 Permissions dropped for wcconnect when migrating from SCCS4.2 to SCCS 5.0
Q00791896 SCCSDMS: Update iButton drivers to support new DS9490B iButton holder
Q00792870 SCCS for DMS: IDLE AGENT COUNT intrinsic failure
Q00792920-02 Status Change Hold message not passed by TSM when a transfer Call goes on hold.
Q00793104 Invalid RDC message sent to DMS client alarm monitor after time change
Q00793914 RSM Update mSnd Code for R5.0
Q00797185 SCCS: SQL.INI corrupted after network synchronization
Q00797343-02 Phantom call on target node for an analog consult network transfer
Q00799099-02 ASM/MLSM toolkit logging for sendWorkstationLoginRsp MLSM message issue
Q00810201 SCCS 5.0: HAI services fail to recover after exceeding transactions threshold
Q00801955 READVAR needs to be preceded by treatment
Q00816102-01 Unable to use any multicast address beginning with 224
Q00817963 SCCS: Database Integration help file doesn't have an index
Q00817979 SCCS Networking: Source agent can't take calls after caller abandon
Q00818612 SCCS Networking : Change the default trace level on the NwkTraceMon to FATAL
Q00818638 SCCS Networking - Re-assign levels for certain messages in the NwkTraceMon
Q00818647 SCCS: Migration Installation fails db restore when old account not NGenSys
Q00819565 Retrieving IP addresses from a server with 5+ network cards
Q00823299 SCCS: Migration registry key deleted by database uninstall
Q00823317 SCCS: PreInstallCheck should check disk space for Migration
Q00825646 SCCS Networking: Source node agent reservation not cancelled
Q00826281 SCCS Networking: Calls Waiting increments in RTD with LNI turned on
Q00827789 New TFE Bridge Connector
Q00832847 DIW does not handle SQL_SUCCESS_WITH_INFO return from ODBC API calls
Q00843669 TFE Bridge Connector is unable to start
NN_SCCS_0500_SUS_0201_S -- PEP Contents --
NS0500SU02S -- PEP Contents --

NN_SCCS_0500_SUS_0201_S

Q00772928 New utility required to remove Warm Standby config from SCCS database
Q00783737 Changes to Computer Name Synch utility for Replication feature
Q00789074 Disable replication automatically if transaction log threshold reached

NS0500SU02S

Q00367169-03 MLSM does not check DN type when releasing resources
Q00388429-02 MLink tool message buffer overflow
Q00434325-04 SCCS has problems when link to switch goes down or network
Q00574916-01 SCCS 5.0 ServerConfig can disappear intermittently if go forward&back
Q00604209-01 TAPI Agent Logon fails to work when agent is already logged in on another set
Q00609359-02 Unexpected CallAbandonQueue message from MLSM
Q00618169-01 Null error codes for fail cases of MergeCall and Warning Tone
Q00625762-01 M911 DN Type mapping problem
Q00635860-01 MLS testing, invalid cause code given for invalid TRK Reg
Q00659571-01 DBSPACE Utility calculates free DB space incorrectly
Q00662534-01 Incomplete MLS message, Set Feature Notification (DTMF)
Q00675440 RTDs do no show correct call states for some DMS Hold scenarios
Q00693608-01 SCCS Meridian Mail : Voice Session Failure
Q00712259 SCCS50: DIW fault management events are logged as undefined
Q00728482 SCCS 5.0 Rev2A: Removing SCCS clan cable causes calls to get constant ringback.
Q00729285 OAM Changes to Flt Management Event Code admin text to make them more user friendly
Q00730079 DN Out Time and Consult Time statistic pegging
Q00734429 SCCS 5.0 - Serviceability : VSM Fault Management
Q00736083 Problems found with running Consolidated Reports on SCCS 5.0 SU01S
Q00736923 SCCS 5.0 Serviceability - MLSM Fault Management Updates.
Q00739092 HAI/DIW: Non SQL SELECT statements generate internal errors
Q00741971 SCCS 5.0: SEI Adapt estest for V&V
Q00742784 SCCS 5.0: Serviceability improvement
Q00743480 SCCS 5.0 ASM Serviceability Enhancements
Q00745275 Database Changes to Flt Management Event Code admin text to make them more user friendly
Q00746132 Queue to skillset by longest idle agent since last CDN call not working on DMS
Q00746397 HAI reference in SCCS 5.0 Database Integration Wizard : Help Topics : Index

```
  Q00747483       Fault Management Submission for SCCS 5.0 SU02
  Q00748054       SCCS Networking Trace Monitor GUI
  Q00748110       Design Updates to Symposium Networking for 5.0
  Q00748989       Serviceability SCCS 5.0 Fault Management review Changes (HDM, HDC, RDC,EB,SDMCA)
  Q00748996       TFE - Wild Variables
  Q00755010       Update for Q00520980-02 - Deleted Activity Codes continue to be listed by Name in
Historical Reports
  Q00755568       SCCS 5.0 fails to send network calls to target nodes after a period of time
  Q00755920       SCCS5.0: TFA Killed, restarted, hdx Provider can't reconnect
  Q00767533       SCCS5.0: Agent Reports Will not Run
  Q00769051       SCCS5.0: Some reports blank for local site after removing site from NCC
  Q00770864       SCCS 5.0: Installation on High Cap System displays Retry,Cancel dialog box
 -Q00388524-01    NISite not updated when sitename changed {Invalid Fix Removed}
  NS0500SU01S     -- PEP Contents --

NS0500SU01S
  Q00388524-01    NISite not updated when sitename changed {Invalid Fix}
  Q00520980-02    SCCS: Activity Code Duplication in Client Reports
  Q00559093-02    SCCS 5.0  - RTD - Longest Wait Since Last Call does not reset.
  Q00606508-03    EB Trace Overflow with Injection and Discarding of Dequeue Message
  Q00627574-03    Longest Wait Since Last Call pegs incorrectly for Network Call
  Q00654073-02    TFE cannot connect to TFA after TFA service stop and start
  Q00654479-02    QUEUE TO SKILLSET BY LONGEST IDLE AGENT" since last CDN/ACD call not working
  Q00658849-01    TSM rejects MLSM registrations after heavy traffic
  Q00674417       ASM crashes upon Service start-up
  Q00679246-01    SCCS5.0/HDC service terminates
  Q00680112-01    MLink_Tool does not print out script iteration count
  Q00680245       SCCS 5.0 Rev1D SvrConfig shows VoiceConnection Tab for DMS
  Q00697514       HAI Wizard: button states & user abilities at different stages
  Q00697515       HAI console fails to launch when configured in registry
  Q00698516       SCCS 5.0: IVR ports limit should be 1000, not 500
  Q00699602       HAI Wizard name change to DIW. Addition of Final Help to HAI Wizard.
  Q00700885       SCCS 5.0 for DMS: multicastctrl should not allow you to enable IVR or route stat
  Q00701430       SCCS50: 99 SQL statements can be added through HAI wizard. Specs state 100
  Q00701439       SCCS50: Connection to customer database not re-established after re-boot
  Q00704943       SCCS 5.0 DMS: Skillset Name on Telset display not working
  Q00708157       Database Replication: Support replication of syslogins
  Q00710313-01    TFE crash  with NIL pointer while reading Voice Segment Variable
  Q00710401       SCCS50: Multiple instances of the HAI wizard can run at the same time
  Q00710416       SCCS50: SQL statements in HAI registry are overwritten by HAI wizard
  Q00710486       Fixing Sybase Client reinstall check
  Q00711066       SCCS50: Provider ID should be limited to 9 digits.
  Q00711071       SCCS50: Registry has duplicate values for TAPI under HAI/TAPI section
  Q00712679       Enhancements for DB uninstall
  Q00714757-02    TFE terminates after Broadcast fails to play
  Q00716690       SCCS50: Send data 10th parameter being truncated when sent to TAPI
  Q00717088       No update to LIA or ASA for network skillsets with 4.x sites in Routing tables
  Q00718695       SCCS 5.0: SU01 needs to be able to be able to revert to 4.2 version of RSM
  Q00719569       SCCS 5.0 Build 2: NCC, can't add more than 100 network skillsets
  Q00721409       SCCS 5.0: Database Backup on Active SCCS causes Replication to suspend
  Q00721412       SCCS 5.0: Manual Syncronisation of a SCCS5.0 site through Classic Client problem
  Q00722415       SCCS5.0: HAI name change required in Keycode Gen, Feature Rpt & Svr Setup Cfg
  Q00721796       sccs 5.0 Rev 2a: after computer Name Sync, server will not come up
  Q00724299       Implement NameSpace inside SEI code to prevent clashes with RSM and HDX
  Q00729253       Creating new views for Consolidated reports
  Q00732214       GRTD 3.05.05 fails to connect to SCCS 5.0 Nodal Server
  Q00733697       New networking functionality is causing problems with ASM
```

A.2 Files in this SU

dd/mm/yyyy	hh:mm(GMT)	Size(bytes)	Filename
19/08/2003	09:18	70,656	acc_lh.dll
08/06/2004	17:00	122,368	acc_prot.dll
16/06/2004	19:17	157,184	aml_prot.dll
16/06/2004	19:22	196,096	applsim.exe
08/08/2005	09:24	4,727,296	asm.exe
08/08/2005	02:08	211,456	ASMIntrinsicDLL.dll
07/08/2005	23:23	435,712	CCL_Prot.dll
10/11/2003	10:20	4,890	chg_BSXP_name.pl
19/08/2003	09:18	88,576	cmnctrls.exe
29/01/2004	23:34	723,968	compiler.exe
28/05/2004	15:38	6,871	configurelang.pl

```
27/01/2004  20:08               552 CONNECTOR.properties
19/02/2004  12:13             2,251 crreptab.pl
03/06/2004  15:56           139,264 dbbackup.exe
19/08/2003  10:41           131,072 dbexpand.exe
03/06/2004  15:57           172,032 dbrestore.exe
18/09/2003  16:50            18,432 dbspace.exe
07/08/2005  11:17            77,824 DXProvid.dll
07/08/2005  11:13            24,576 DX_BrdgServer.exe
07/08/2005  11:16           192,512 DX_Capi.dll
07/08/2005  11:17            24,576 dx_server.exe
08/06/2004  17:23            55,296 elh.dll
05/11/2003  10:57             3,497 feature.R5
29/01/2004  23:46             6,144 find_ip.exe
28/05/2004  15:38             1,683 fixTextTablesLang.sql
04/08/2005  13:48             2,541 grantrole.sql
14/07/2004  13:26            55,296 Iccmsd.exe
14/07/2004  13:26            45,568 ICCMSU.exe
05/08/2005  18:56           241,664 installdb.exe
08/06/2004  17:24            66,048 ivr_lh.dll
08/06/2004  16:59            70,656 ivr_ph.dll
27/05/2004  14:35             3,738 ithrshld.pl
29/01/2004  18:25            77,824 miginfo.exe
08/06/2004  17:02            96,256 mlink_tool.exe
07/08/2005  23:53         1,042,432 mlsm.exe
15/07/2004  10:54            27,648 ml_trace.exe
03/02/2004  14:33            24,576 mRcv.exe
19/08/2003  10:41            28,672 MulticastCtrl.exe
03/02/2004  16:53           310,448 nbalh.exe
23/03/2004  12:52         1,567,004 nbbackup.dll
03/02/2004  16:50           451,060 nbcfgs.exe
07/08/2005  23:56           153,600 Nbcomd.dll
15/07/2004  14:01            74,240 nbconfig.exe
03/02/2004  16:50           156,536 nbdbapi.dll
27/05/2004  10:58           129,945 nbdbeve.sql
22/04/2004  16:40            11,387 nbdbupgc.bat
30/03/2004  17:03             4,109 nbdb_all.bat
03/02/2004  16:57         1,377,744 nbflts.exe
07/08/2005  23:56            60,928 NBNmSrvc.exe
03/02/2004  16:55           701,948 nbosa.dll
27/08/2004  13:33            82,904 nbsa_add.exe
03/02/2004  16:54           263,460 nbschsrv.exe
03/02/2004  16:53            47,532 nbss_e.dll
01/06/2004  16:08         1,181,996 nbss_s.exe
16/06/2004  19:32           123,392 nbts.exe
08/06/2004  17:02            47,104 nbtsm.exe
12/08/2005  16:03            36,864 nibrdgGui.exe
26/02/2004  14:17            51,200 nicomsetup.exe
19/08/2003  14:45            45,012 nidata.sql
08/07/2004  14:19            10,061 nidbcfg.pl
01/06/2004  15:51           112,640 nidbdump.exe
01/06/2004  15:39           550,916 nidbeve.sql
01/06/2004  13:14            41,040 nidbevent.dll
29/01/2004  23:38            90,002 nidbobj.sql
22/04/2004  16:40             1,164 nidb_all.bat
22/04/2004  16:40             1,167 nidb_pre.bat
19/05/2004  13:39             1,527 nidb_upg.bat
27/05/2004  14:35               456 NIDB_xpLogEvent.sql
15/07/2004  14:00           286,720 nidp.exe
07/08/2005  11:21           110,592 NIDX_Bridge.dll
07/08/2005  11:21            65,536 NIDX_Log.dll
07/08/2005  11:27           385,024 NIDX_Server.dll
```

```
08/08/2005  00:35         5,363,712 nieb.exe
07/08/2005  11:39           290,816 niebprxy.dll
07/08/2005  11:46           409,600 nies.exe
07/08/2005  11:54           176,128 nihai.exe
15/09/2003  19:05             1,278 nihaiw.cnt
07/08/2005  11:57           151,552 nihaiw.exe
22/03/2004  17:09            22,673 NIHAIW.HLP
07/08/2005  11:50           147,456 nihai_hdx.dll
07/08/2005  11:50            77,824 nihai_odbc.dll
07/08/2005  11:51            69,632 nihai_tapi.dll
08/08/2005  01:11         3,137,536 nihdc.exe
21/09/2004  19:38           629,760 nihdm.exe
07/04/2004  10:43           475,186 nihdm.sql
19/02/2004  12:13             1,452 NIHDM_spWaitForCBCTable.sql
19/08/2003  09:18           144,896 ninccapi.dll
29/09/2003  16:13            69,632 ninccaudit.dll
19/08/2003  09:18           515,584 ninccsvr.exe
19/08/2003  09:18           156,160 nindlapi.dll
19/08/2003  09:18           709,632 nindlsvr.exe
08/06/2004  17:13         1,948,672 ninetmon.exe
20/10/2003  16:05           208,668 ninoam.sql

01/06/2004  13:14            16,384 ninoam_promote.exe
01/06/2004  13:14           229,376 NIOAMISAPI.dll
08/06/2004  17:22         2,985,472 NIOAM_s.exe
29/01/2004  22:05             7,680 nipopsite.exe
08/08/2005  01:40         2,871,808 nirdc.exe
07/08/2005  12:05           724,992 nirsm.exe
25/02/2004  12:59             5,424 nischema.bat
23/04/2004  11:14         1,849,344 nisdmca.exe
31/10/2003  11:33            86,016 nisoppep.dll
08/09/2003  14:33           127,373 nistats.sql
27/05/2004  14:35             1,852 nistoprep.sql
08/08/2005  01:43           311,296 nisysd.dll
27/05/2004  14:35             5,383 nisysprc.sql
08/09/2003  18:54               502 NItAgentByAppStat.fmt
08/09/2003  18:54               587 NItAgentBySkillsetStat.fmt
08/08/2005  02:20         3,094,528 nitfe.exe
12/08/2005  16:03           667,648 nitfebrdg.exe
22/12/2003  18:30           357,105 nitrigs.sql
25/02/2004  12:59             1,107 niusers.bat
08/09/2003  14:33            95,287 niviews.sql
24/09/2003  10:34            86,484 niviewsdms.sql
18/09/2003  17:25            16,384 NwkTraceMon.exe
07/10/2004  15:40            45,056 provider.exe
17/09/2004  11:16               419 ProviderHelp.cnt
24/09/2004  11:24            15,673 PROVIDERHELP.HLP
29/01/2004  19:50            77,824 restore.exe
01/09/2005  17:05            81,920 ServerPepInfo.exe
21/01/2005  16:48           133,632 setname.exe
08/08/2005  02:22            44,032 SMonW.exe
16/02/2004  11:04            21,504 sql_ini.exe
13/01/2005  13:09           471,040 svrconfig.exe
23/04/2004  11:15            70,144 sysrecres.exe
28/05/2004  14:58             1,316 TraceControl.cnt
01/06/2004  13:16           212,992 TraceControl.exe
28/05/2004  14:58            35,678 TRACECONTROL.HLP
02/04/2004  09:08               155 TraceControl.ini
08/06/2004  17:01           177,664 tsm_exec.exe
16/06/2004  19:22           174,080 tsm_oam.exe
08/08/2005  02:24           360,960 tsm_serv.dll
```

```
08/08/2005  02:35           1,486,336 vsm.exe
01/06/2004  13:14              24,576 wsstoprep.exe
```

A.3 Enhancements to the Meridian Link Interface

This SU contains enhancements to the Meridian Link Interface. If you wish to avail of these enhancements please contact the Nortel Networks Developer Partner program.

Features "Make Call from Phantom DN", "Merge Call" and "Trunk Monitoring and Control": This SU con ains two bug-fixing CRs for these features:

* "Q00618169-01 : Null error codes for fail cases of MergeCall and Warning Tone"
* "Q00635860-01 : MLS testing, invalid cause code given for invalid TRK Reg".

These features are available to the UK and Ireland market only. They require M1 patch for trunk acquisition mplr17423

A.4 Instructions on Registry Key added as part of fix for Q00945967

A new Registry key is added to the System/CurrentControlSet/Services/MLSM_Service section of the registry in this SU. The newly created Registry key is named LocalXferFix.

The functionality of this newly created Registry key is described below:

If the LocalXferFix key is set to 0, then the MLS message sequence when a local transfer is completed to a monitored CDN is
-Route Request followed by another
-Route Request & finally a
-Call Abandon Queue message. This is the same sequence as the previous SU.

If the LocalXferFix key is set to 1 then the MLS message sequence for the same call scenario will be
-Route Request followed by
-Call Abandon Queue message & finally
-Route Request. This message sequence is the same as Legacy LINK and is employed to ensure that CTI applications that migrate from Legacy LINK to SCCS-MLS will not be affected. This message sequence ensures backwards compatibility with Legacy LINK.

The functionality of the existing NetworkXferFix Registry key is also altered in this SU. The newly changed functionality is as given below

If the NetworkXferFix key is set to 0, then the MLS message sequence when a network transfer is completed to a monitored CDN is
-Route Request.
No further messages on completion of transfer. This changed message sequence ensures backwards compatibility with legacy LINK.

If the NetworkXferFix is however set to 1, then the MLS message sequence is
-Route Request &
-Status Change Transfer Complete.
This message sequence now ensures that the CTI app will be notified of

completion of transfer completion via a Transfer Complete message.

For normal operation, both the Registry Keys (Network & LocalXferFix) should be set to 0. Some 3rd party MLS Applications may require the Values of the keys to be set to 01 (NetworkXferFix = 0 & LocalXferFix = 1) - contact the relevant 3rd party MLS Application vendor for guidance.

A.5 Replacement of Visibroker ORB with TAO ORB.

SU06 introduces TAO 1.4(http://www.cs.wustl.edu/~schmidt/TAO.html) as the embedded ORB providing CORBA services to SCCS 5.0. The existing Visibroker ORB is deactivated. For existing SCCS 5.0 installations, SU06 removes all Visibroker associated Windows Registry and environmental entries. The files associated with Visibroker are placed in a backup folder called D:\Nortel__vbrt51. TAO 1.4 is activated in existing and new installations. Files associated with TAO are installed in the folder D:\Nortel\TAO14. The introduction of TAO 1.4 is transparent to most users.

The introduction of TAO 1.4 affects the components known as TFE, HDX, HAI, RSM, SEI and TFE Bridge Connector. In particular the following SCCS 5.0 executables are rebuild for TAO files and libraries … Nitfe.exe, DX_CAPI.dll, NIDX_Server.dll, NIDX_Bridge.dll, Nihai.exe, Nihaiw.exe, Nihai_hdx.dll, Nirsm.exe, Nies.exe and Nitfebrdg.exe. There is no impact to the user caused by the rebuilding of the applications. Existing customer applications that have been built using the CORBA-based interfaces of HDX, RSM and SEI will continue to operate without modification after the application of SU06. The customer interfaces are unaffected by the migration to TAO 1.4.

TAO 1.4 provides a Naming Service and direct IOR access for locating the CORBA objects. The operation of the Naming Service and IOR files is identical to Visibroker. TAO 1.4 continues to use properties file for configuring
the operation of TAO for each of the SCCS components. However, the properties files are not compatible with Visibroker. Properties files for TAO 1.4 are installed as part of SU06 in the folder D:\Nortel\TAO14\properties. Where an existing customer has made changes to the default Visibroker properties files then equivalent changes must be manually made to the TAO 1.4 properties files.

Glossary:
ACE: Adaptive Communication Environment
CORBA: Common Object Request Broker Architecture
IOR: Interoperable Object Reference
ORB: Object Request Broker
TAO: The ACE ORB
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Patch Issue date : 4th November 2005
Patch ID : NN_SCCS_5.0_SUS_0601_S
Application : Symposium Call Center Server
Application Platform : Server
Application Version : 5.0
Patch Type : Service Update Supplement

==========

Dependencies

This is a supplement to NN_SCCS_5.0_SU_06_S and therefore requires that it be installed first.

==========

Installation Instructions

This patch should be applied to both the active and standby Symposium Call Center Servers. This patch should not be installed on the Replication Server.

To install this patch, run "NN_SCCS_5.0_SUS_0601_S.msi". This patch requires a reboot of the server.

Uninstallation Instructions

To manually uninstall this patch, use Windows "Add/Remove Programs".

Note that this Service Update Supplement patch will be automatically uninstalled by NN_SCCS_5.0_SU_07_S or later Service Update.

==========

Fixes in this patch

CR ID	Description
NN_SCCS_5.0_SUS_0601_S	
Q01186574	Give SELECT/UPDATE permissions to wcconnect on NITaskFlow and NITaskFlowVariable
Q01217213	New NCC consolidated views do not work if a SCCS 5.0 server is part of network.
Q01215229-01	CCMS: Database restore fails on servers with SP1
Q00982602-01	SCCS5/Unable to install SCCS when NIC cards are not connected
Q01187248-01	SCCS R 5.0: Sybase installation falls on Win2003 with SP1

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Appendix

A.1 Files in this patch.

dd/mm/yyyy	hh:mm(GMT)	Size(bytes)	Filename
04/08/2005	12:48	2,541	grantrole.sql
01/11/2005	12:24	245,760	installdb.exe

```
07/09/2005  10:38           413,696 libcomn.dll
07/09/2005  10:38           417,792 libct.dll
07/09/2005  10:38           163,840 libtcl.dll
08/09/2005  18:00             3,534 resource.pl
01/11/2005  11:57           471,040 svrconfig.exe
```

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PATCH DETAILS

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Issue date : 15 March 2006
Patch Type : PEP
Patch ID : NN_SCCS_5.0_PEP_060116_S
Applications : Symposium Call Center Server (SCCS)
Application Platform : Server
Application Version : SCCS.06.01-16
Based off Release : SCCS Rls. 5.0 + NN_SCCS_5.0_SU_06_S + NN_SCCS_5.0_SUS_0601

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INSTALLATION INSTRUCTIONS

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NOTES :
1) Do not install this patch on the NCC server.
2) The content of this patch is the same as Designer patch, NN_SCCS_5.0_DP_060116_S. Therefore if NN_SCCS_5.0_DP_060116_S is installed, it is not required to install this PEP.

1) Run the NN_SCCS_5.0_PEP_060116_S.exe on the SCCS server.
2) Unzip the files to a specified location.
3) Run setup.exe from this location to load the patch.
4) Once the patch has been loaded, stop the ASM Service from Service Control Manager.
5) Restart the TFE Service and ASM Service from the Service Control Manager.
6) Use PEP viewer to verify the patch has been installed.

==========

UNINSTALL INSTRUCTIONS

==========

NOTE : Future SU will not remove this PEP automatically. It will need to be uninstall via PEP Viewer prior to installing the SU.

1) Use PEP Viewer to uninstall the patch.
2) Once the patch has been removed, Stop the ASM Service from Service Control Manager.
3) Restart the TFE Service and ASM Service from the Service Control Manager.
4) Use PEP viewer to verify the patch has been uninstalled.

==========

Fixes in NN_SCCS_5.0_PEP_060116_S

==========

CRs	Description
Q01149837	- SCCS 5.0 - DNIS Report Has Invalid Characters
Q01184853-01	- SCCS 5.0 - Xfer CLID(not origional clid) Displayed On Xfer Over MCDN To SCCS
Q01217746-01	- SCCS 5.0 - Not Ready Reason Codes On RTD Dont Update When On DN Call.
Q01171204-01	- SCCS 5.0 Networking - ASM Terminated Unexpectedly
Q01098890-01	- SCCS 5.0 Networking - Agent Idle Timer not reset when Break Time involved
Q00962384-01	- SCCS 5.0 Networking - Application and Skillset Max Wait Time not matching Part2
Q01197485-01	- SCCS 5.0 Networking - ASM terminates under NSBR with LNI traffic
Q01210982	- SCCS 5.0 Networking - Remove, re-add site on NCC sites through CCMA, LNI Problem
Q01126198-01	- SCCS 5.0 Networking - Phantom call on Application RTD(Full Fix)
Q01269413-02	- SCCS 5.0 Networking - LNI Call wont requeue via script, PRIORITY IN QUEUE/NETWORK QUEUE scenarios fixed.
Q01162514-01	- SCCS 5.0 Networking - Call delivery fails if call locked in ASM from GIVE IVR
Q01233533-01	- SCCS 5.0 - Calls not being presented immediately to idle agents
Q01317957-01	- SCCS 5.0 Networking - Install of DP060107 causes ASM dll failures

==========

FILE DETAILS

==========

File : asm.exe
Date and Time : 03/03/2006 16:08
Size : 4,632 KB

==========

SPECIAL TRACE INSTRUCTIONS

==========

The following traces should be collected:

asm_trc_3.txt
NetworkTraceMon
AML trace

==========

GLOSSARY

==========

Service Update (SU) - A SU is a patch that contains accumulated fixes from previous SU(s) and SUS(es) for the software release. For new installations, a SU can be installed as an Install Time patch. It has been tested in the 'Verification & Validation' (V&V) department before being released for trial and then made Generally Available.

Service Update Supplement (SUS) - A SUS is a patch that contains additional fixes to a SU; therefore, it is dependent on the SU being installed first. For new installations, both the SUS and SUS(es) can be install as an Install Time patch. It has been tested in the V&V department before being released for trial and then made Generally Available.

Performance Enhancement Package (PEP) - A PEP is a patch addressing problem(s) that has a wide-spread and severe impact in the Field. It is usually a Designer Patch that has gone through further testing in V&V before being released for trial and then made Generally Available. As in a DP, it is is dependent upon a certain SU or SUS being installed first. PEPs CANNOT be used as an Install Time patch.

Designer Patch (DP) - A DP is a patch that is created to address a severe customer issue prior to the fix(es) being integrated to a SU/SUS. Although the patch is Designer tested, it has not been tested in V&V. It is only intended for the site that has reported the issue. DPs CANNOT be used as an Install Time patch. Unlike the other patch types mentioned above, DPs are not to be made Generally Available.

TECHNICAL BULLETIN

None

TECHNICAL

2006-03-31

FAMILY	LINE	PRODUCT
Contact Center	All Lines	All Products

SOFTWARE AFFECTED RELEASE See Analysis

REGION	All
REPLACES	2006006709.4
FUNCTION	Technical
AUTHOR	O'CONNOR, TOM (OCONNORT)

CONTACT CENTER TOP ISSUES AND RECOMMENDED PEPS

BACKGROUND

Requests have been made by the Channel Partner community to be apprised of the top issues being investigated by Design which may not yet have a solution.

The purpose of this notification is to inform the partner of these investigations which they can then relate to issues they may be seeing in the field, thereby reducing the need for individual cases and escalations.

The accuracy and timliness of the issues, Designer Patchs, Soak Patches, and other information contained within this document can change rapidly. Please also take advantage of other documents and tools made available to you by Nortel in order to ensure a systemic view.

ANALYSIS

ISSUE:	SWC application stops responding.
RLS:	SWC 4.5.
CR:	Q01181230.
SYMPTOMS:	IIS locks up and users cannot perform any functions or log in.
WORKAROUND:	None.
STATUS:	Designer Patch is available. Fix will be included in SUS060202 which is targeted for GA May week 1.

ISSUE: Cannot Change Scripts or Variables.
RLS: SWC 4.5.
CR: Q01244778.
SYMPTOMS: Issue occurs when when script and variables changes are occurring while calls are being handled all on the same script
WORKAROUND: None.
STATUS: Designer Patch is now available to lock out Script variable changes while script activation in place

ISSUE: CCT Server not passing call data.
RLS: CCT 5.0.
CR: Q01252949.
SYMPTOMS: Call data is not being updated.
WORKAROUND: None.
STATUS: Designer Patch is available.

ISSUE: There are idle agents in skillset but are not receiving calls.
RLS: SCCS 5.0.
CR: Q01312379.
SYMPTOMS: There are idle agents in the LNI enabled skillsets who are not receiving calls. There are no remote agents available at the time when the problem occurs.
WORKAROUND: None.
STATUS: Designer Patch is available.

ISSUE: Issues with Agent Greeting.
RLS: Agent Greeting 2.0.
CR: Q01053069-01
SYMPTOMS: Delayed greeting, one-way speech, noisy greeting.
WORKAROUND: None.
STATUS: New Version of Agent is available to be soaked at customer's site.

Note: Designer Patches and PEPs in soak are only available from Nortel via your company's technical escalation process

RECOMMENDATIONS

**** PEP BaseLine ****

CCMS 6.0 - SUS0202

CCMA 6.0 - SUS0202

* → SCCS Rls. 5.0 + NN_SCCS_5.0_SU_06_S + NN_SCCS_5.0_SUS_0601
NN_SCCS_5.0_PEP_060116_S
Q01149837 -SCCS 5.0 - DNIS Report Has Invalid Characters
Q01184853-01-SCCS 5.0 -Xfer CLID(not origl clid) Displayed On Xfer Over MCDN To SCCS
Q01217746-01-SCCS 5.0 -Not Rdy Reason Codes On RTD Dont Update When On DN Call.
Q01171204-01-SCCS 5.0 Ntwkg -ASM Terminated Unexpectedly
Q01098890-01-SCCS 5.0 Ntwkg -Agent Idle Timer not reset when Break Time involved
Q00962384-01-SCCS 5.0 Ntwkg -Application and Skillset Max Wait Time not matching Part2
Q01197485-01-SCCS 5.0 Ntwkg -ASM terminates under NSBR with LNI traffic
Q01210982 -SCCS 5.0 Ntwkg -Rmve/re-add site on NCC sites through CCMA, LNI Problem
Q01126198-01-SCCS 5.0 Ntwkg -Phantom call on Application RTD(Full Fix)
Q01269413-02-SCCS 5.0 Ntwkg -LNI Call wont requeue via script, PRIORITY IN QUEUE/NETWORK QUEUE scenarios fixed.

Q01162514-01-SCCS 5.0 Ntwkg -Call delivery fails if call locked in ASM from GIVE IVR
Q01233533-01-SCCS 5.0 - Calls not being presented immediately to idle agents
Q01317957-01-SCCS 5.0 Ntwkg -Install of DP060107 causes ASM dll failures

SECC 4.2
NS040206SU15S-SECC Multifix, Please refer to Readme
Sybase_Patch_EBF12326 Sybase Security Patch
pcAnywhere_v10.5.2_SECC

SECC Client - NS040206SU07C

Symposium Web Client 4.5(04.05.005.02) SU05
EBF11113.zip -- Sybase 12.5 required for WebClient 4 (non-Cores)
NN_SWC_4.5_SU_06_V1
NN_SWC_4.5_SUS_0601_V1

Symposium Web Center Portal Release 4.0
SWCP04000425_SU07 -- Multifix, Please refer to Readme

******** **********
PEPs AVAILABLE FOR SOAK:
******** **********

CCMA_6.0_SUS_0203

Q00370418 No Browse button for Output File in Historical Reporting
Q00409961-02 Consolidated Application Display-sorting site column moves "Ntwk Total" row
Q00607710-02 L18N: CCM: Hardcoded string "Never" in Schedule Assignments
Q00660710-01 CCM Columns not sorted correctly when list loads for Skillset & Supervisor Views
Q00737425-01 CCM - Cannot see Skillsets in CCM if Partition Assigned but no agents selected
Q00746114-01 L18n: 4.5 Fr - CCM_AgSkAss_wrapped text in checkbox label
Q00771873-01 RTR - IE ASP Error on launched display
Q00799758-01 Run time error in RTD when refresh rate changed
Q00837670 Script validation suggestion for QUEUE TO NETWORK SKILLSET should be amended
Q00928380-01 L18N: All - Link incorrect to Nortel homepage - FR, DE, TC and JA
Q00941636-01 Update reset assignment for Agent Skillset Assignment is not working.
Q00941725-01 RTD is not getting launched if double quotes (") is used in Display Title
Q01010158 Audit Trail is logged with wrong entries when an agent deletion fails.
Q01038279 RTD:Full Data Partition with empty filter returns full data
Q01038592 RTD: User with "None" access to RTDs across all servers can still manage filters
Q01050929 CCMA6.0: The "Go to schedule" button does not function correctly in assignments.
Q01054555 RCW: Dynamic Formula XML validation incomplete.
Q01073984 CCM:Apply button is always enabled in Agent to Supervisor Assignment
Q01078713 RTD: CCMA 6.0 Agent Map hide Logged Out agents does not work in icon view
Q01087986-01 SWC 4.5 / Cannot sort on Application or Skillset name in RTD with filter applied
Q01090375 RTR:Answered Skillset ID displays background color in report.
Q01112300 Cannot Export Reports to a Domain Server
Q01115422 RTD: CCMA 6.0 - Agent boxes change position when zoom size changes
Q01118740-01 CCMA 6.0 : Need to change the default paper size
Q01131103 Rebranding: Login Warning Screen title is not rebranded

Q01134530 Agent map does not close when no data in users partition
Q01137001 CCMS6.0: DNIS is receiving data item more than maximum value of it using GET RES
Q01142633 CCMA: Version 06.00.003.03 - Application ID displays a Total value via RTDs
Q01152420 Call Presentation Class column headers
Q01170803 CCMA6.0/Billboard collection, when moving Billboard there are display problems
Q01172855 DMS Config - Call Presentation Class - need variable wrap
Q01186219 CCMA: Report->Import Menu option Enabled for Administration & Scheduled Events
Q01199035 SWC 4.5 - Missing CallsOffered in Skillset Formula
Q01201171 Uninformative error messages when deleting an agent with task flow connections
Q01204746 CCMA - Backup Tool - Usage inconsistancies
Q01207020 CCMA 6.0 SU03 - Cannot import user created report containing sub-report
Q01209891 CCMA SU02 and SUS0201 installation fails if ServerSOAPName > 24 Chars
Q01212472 I18N : Can't import when selecting on Sync User Imported Templates on T/Chin
Q01217295 SU06 Language French--Threshold Classes are only partially translated to French
Q01217506 CCMA: Network Consolidated Performance Reports print blank for webadmin
Q01218278 Meridian mail password accepting special characters.
Q01218840 CCMA: APM User report shows User Defined Partition group header twice
Q01220078 DMS Config - Network Site and Application Properties missing field
Q01220296 RTR: User is not authorized to view the Filter page.
Q01220749 All Ntwk Skillsets being filtered are not displayed in Ntwk Comm Parameters
Q01220777 CCMA 6 DMS - CCMA Scripting Variables CDN, DNIS & TREATMENT need expansion
Q01221374 CCMA 6 DMS: SCT tool fails to upload users correctly
Q01222648 CCMA6.0: The non -ve variables like ACD are accepting -ve values.
Q01223453 RCW: Move All Left Does Not Add Table Formulas Heading
Q01223457 RCW: Enter Formula name with extended characters / RAS Timeout
Q01223459 RCW: Very long messages cause main screen data to become inaccessible
Q01223460 RCW: Hourglass cursor remains after error message displayed
Q01223499 RCW: Invalid message displayed when editing report and RAS is stopped
Q01223583 CT: M1 & DMS: DNIS spreadspread is not uploading existing updated DNIS
Q01223610 Can't delete APM private reports
Q01223615 Network Agents View displaying all skillsets instead of partitioning
Q01223761 Print\Print Preview data incorrectly displayed
Q01223802 Cannot Delete, Print and No Status with Synchronzation reports with '
Q01224057 Schedule PrintJob Drops when Printer is Busy
Q01224537 Fail to run schedule weekly report for Network Consolidated Incoming Calls
Q01224930 PCD-No User Details in New Install of CCMA After upgrade to CCMS 6.0
Q01226275 CCMM6- Selection Critera for Outbound + Mulitmedia reports not user friendly
Q01226313 CCMA6.0 Connection to Alltext.mdb remains open too long.
Q01226386 DMS - NACD_DN_Application should not appear in Scripting
Q01226539 RCW: Field Headings not removed when DSN or Table removed
Q01227065 CT Tools allows skillset to be created with space as first character.
Q01227242 RCW: @RCW_NotReadyTime formula incorrectly named
Q01227539 CCMM6- Outbound and Multimedia reports should have a default data range of None
Q01228116 CCM: Search criteria in Assign skillset in supervisor view gives IE error.
Q01229704 IVR Queue stats shows % sign after Calls Offered GrandTotal
Q01230568-02 CCMA computer name breaks RCW
Q01230635-02 Intermittent problem displays Server Error in RCW Application
Q01231854-01 URI and Description fields display blank data
Q01232543 SIP: "Return to queue" should not present N/A option
Q01232550 SIP: "sip:" missing from URI field for new CDN and DNIS
Q01241614 M1_SCT tool: Global setting clear status not working properly
Q01241801 User should not be able to change loginID agent referenced by active script

Q01242341 DMS - Configuration - Allow 5 digit phoneset position IDs
Q01244158-01 CCMA: APM reports fail when Agent name has special characters
Q01244802 User can create two reports with the same name
Q01247806 CCMA6DMS:Make Public Copy button of Private Tabular Displays doesn't work.
Q01247885 CCMA6DMS: IVR & Route statistics are available for user to create a formula
Q01247906 CCMA6: RTD filter option should be grayed out or disappeared for a webadmin
Q01247934 CCMA6: Nodal Threshold Class is available for user to choose.
Q01249278-01 CCMA 6.0 SU02: DNIS Statistics report: Abandon Delay in Summary field incorrect
Q01249413 Deleting a Supervisor/Agent throws "Operation Failed" error message.
Q01250536 The name of variable can't be the same as the name of intrinsics
Q01252881 CCMA 6.0 : CCM: clicking on help causes vb error on subsequent actions
Q01253628 Incorrect error msg when duplicate phoneset address entered
Q01255415 Billboards Collections should be consistent with Agent Map
Q01256249 RTR:NCC Private Report launches Bar Chart instead of Pie Chart
Q01257276 M1 Tool: The comment on DefaultACDQueueNumber field in Users Tab is wrong.
Q01257393 `Refresh all? successful message is spelt wrongly in audit trail
Q01257397 Unsuccessful refresh of servers should also be logged in Audit trail
Q01258135 RTR-Assigning newly created skillset in Pvt Billboard display throws an IE error
Q01258147 CONFIG: Warning msg is missing when Delete key is pressed for deleting server.
Q01258427-01 Separate Script window closes when user changes view
Q01261078 Wrong label on CCM screen to set agent priority for skillset
Q01262585 An IE error appears when the CCM is accessed after opening Supervisor guide.
Q01264684 Update Validation for Dialable DN field in Network communication parameters
Q01265816 SIP: CCMA Error message incorrect when creating an invalid media server.
Q01268999-02 SWC 4.5 SU06 SUS0601 SU06_FR: Scheduled time on report affects assignments
Q01269121 CS2100 GIVE IVR for Historical Reporting
Q01269916 CS2100 - GIVE IVR supported in Configuration
Q01269964 CS 2100 - Support GIVE IVR in RCW
Q01270075 CS2100 - GIVE IVR Support in RTDs
Q01270664 Configuration: MCS Files are missing in All Spreadsheets Download.
Q01270820-01 CCMA - Application names repeated in RTD
Q01271852-02 Real Time display crashes when using %Skillset_Abdnd_Aft_Th
Q01272791-01 CCMA 6 / Need to prevent creation of duplicate TN
Q01273847-01 Ad Hoc report exported to Excel has old 5.0 format
Q01275649 Audit Trial Needs to Highlight Historical Reporting Initiation and Completion
Q01276314 RCW- Update to use Report Template Page margin settings
Q01276391 RCW: Import displays Server Name and not Display Name
Q01276651-01 MAS: R6.0 - Critical Section added in nbss95.dll/nbss.dll
Q01277137 RCW: Available fields are not sorted.
Q01277207 RCW: Report Definitions have invalid links
Q01282616 CCMA60: RTR filter cleanup when User Defined Partition elements are deleted
Q01282755 ChangeSOAPSrv and ChangeSRV updates for missing localhost
Q01285670 Update to Multimedia Sample Script c_Queue_Multimedia_Contact
Q01288286 Unable to Acquire / Delete Route Point where the Name exceeds 10 chars
Q01289400 Agent creation failed in CCMA
Q01292362 Script Creation/Validation/Activation failed with SCCS5.0 server
Q01293336 'Modified by' field in script variable/Editior is not upated properly for SCCS

REQUIRED ACTIONS

As per Analysis

ATTACHMENTS

There are no attachments for this bulletin

FOOTER INFORMATION

REISSUE REASON

Status updates applied to Analys
New updates added

Add new Updates to this bulletin.

8/11/05 need to add updates

* /16 need to add weekly update

8/24 weekly upodate needed
9/06 weekly updates
9/13 weekly update
9/129weekly updates
10/10 weekly update
10/20 Weekly Update
10/24 updates
11/03 updates
11/10 Updates
11/30 Updates required
12/9 Updates required
1/05/06 Updates required
1/12/06 Updates required
2/24/06 Updates required

3/09/06 Updates required

RETIREMENT REASON

Auto-Retired due to Reissue of Bulletin. Re-issued as 2005005796.27.

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NORTEL

Product Advisory Alert

Bulletin Number: PAA-2005-0288-Global-Rev 1
Date: 6th October 2005

** Note: This bulletin is no longer applicable. Please refer to Sales and Marketing Bulletin Number: SM-2005-0356-Global for updated details **

Install issues with Symposium Call Center Server 5.0 on Microsoft Windows Server 2003 platform with Service Pack 1 (SP1)

Updates to Bulletin October 6th, 2005

1. Nortel is currently working to produce a new pep (SUS0505) to resolve this install issue with Windows 2003 SP1 and SCCS 5.0. It is anticipated that this pep shall be available to trial on the 24th October '05 and Generally Available on the 4th November '05.

2. **Important information on Database Partition Requirements for SP1:** Due to the large amount of disk space required by Windows 2003 SP1, it is vital that partition sizes are of sufficient size to allow SP1 to be installed and to allow for any subsequent hot fixes, service packs etc. Details of the new minimum partition sizes are supplied below.

3. See below for an update to Symposium Web Client 4.5 support for Windows 2003 SP1.

Nortel* wishes to advise customers that due to issues arising with Symposium Call Center Server 5.0 (SCCS 5.0) installing on the Microsoft Windows Server 2003 platform with Service Pack 1 (SP1) pre-loaded, that this installation configuration should not be carried out until further notice.

This problem is due to compatibility issues between the Sybase ASE version that is currently packaged with SCCS 5.0 and Windows Server 2003 SP1.

This issue is being urgently investigated by Nortel & Sybase with a view to providing a solution as soon as possible. In the interim it is requested that installations of SCCS 5.0 on Windows Server 2003 do not utilize Service Pack 1.

Web Client & Windows 2003 SP1

Symposium Web Client 4.5 SUS0601 v1 will support Windows 2003 Service Pack 1, in line with SCCS R5.0 SU05/SUS0505, planned for trials from 24th October '05 and Generally Available on 4th November '05.

Important Information on Database Partition Requirements for SP1

Due to the large amount of disk space required by Windows 2003 SP1, it is vital that following disk partition size recommendations are followed to allow SP1 to be installed and to allow for any subsequent hot fixes, service packs etc. Details of the new minimum partition sizes are supplied in the table below:

Drive	Minimum Size	Recommended Size	Maximum Size
C:	SCCS 5.0 on Windows 2000: 2 Gbytes + 1.5 *RAM **SCCS 5.0 on Windows 2003:** 6 Gbytes **(See note 1)**	SCCS 5.0 on Windows 2000: > 4 Gbytes **SCCS 5.0 on Windows 2003: > 12 Gbytes**	N/A (Subject to Operating System limitation only)
D:	SCCS 5.0 on Windows 2000: 4 Gbytes **SCCS 5.0 on Windows 2003: 8 Gbytes**	SCCS 5.0 on Windows 2000: > 4 Gbytes **SCCS 5.0 on Windows 2003: > 8 Gbytes**	N/A (Subject to Operating System limitation only)

Note 1: Recommend placing the Windows Swap File on D: partition if there are space constraints on C: partition.

Existing Windows 2003 SCCS 5.0 installations that may wish to apply SP1: If these customers have installed using the minimum SCCS 5.0 requirements for Windows 2000 (2 Gb + 1.5 *RAM) or have less than 6GB assigned, the application of SP1 may either not be possible (depending on any other items installed) or if it is installed, the remaining disk space may be insufficient to install any subsequent MS Hot Fixes, SP's etc.

New installs for Windows 2003 SCCS 5.0: It is recommended that these customers use the recommended partition sizes detailed above to ensure their Server is future proofed.

Note: If your C: server partitions is below the minimum size requirement and you wish to install SP1 you may need to increase the partition size. This will require the re-building of the server using the migration procedure stated in the SCCS 5.0 Installation NTP.

As a reference, the following website details SP1 diskspace requirements:
http://support.microsoft.com/default.aspx?scid=kb;en-us;892807

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NORTEL

Sales and Marketing Bulletin

Bulletin Number: SM-2005-0356-Global
Date: 10th November 2005

*Note this bulletin is replacing previously released bulletin – PAA-2005-0288-Global-Rev 1 *

Announcing General Availability of Symposium Call Center Server 5.0 Service Update Supplementary 0505S (SUS0505S)

(Including support for Microsoft Windows Server 2003 with Service Pack 1)

Introduction

Nortel* is pleased to announce the General Availability of Symposium Call Center Server (SCCS) 5.0 Service Update Supplementary 0505S (SUS0505S) for the Meridian* 1 and CS 1000 from 9th November, 2005.

What's new in SUS0505S

- This SUS resolves an install issue with the Microsoft Windows Server 2003 platform with Service Pack 1 (SP1) and SCCS 5.0. Installs of SP1 on servers running SCCS 5.0 are now supported.
- Symposium Web Client 4.5 supports Windows 2003 SP1 with WC SUS0601 v1. This includes co-resident SCCS and SWC installations.
- This SUS also addresses known issue fixes which are outlined in the relevant Readme file.

Important information on Database Partition Requirements for SP1:

Due to the large amount of disk space required by Windows 2003 SP1, it is vital that partition sizes are of sufficient size to allow SP1 to be installed and to allow for any subsequent hot fixes, service packs etc.

Details of the new minimum SCCS 5.0 partition sizes are supplied below:

Drive	Minimum Size	Recommended Size	Maximum Size
C:	SCCS 5.0 on Windows 2000: 2 Gbytes + 1.5 *RAM **SCCS 5.0 on Windows 2003:** 6 Gbytes **(See note 1)**	SCCS 5.0 on Windows 2000: > 4 Gbytes **SCCS 5.0 on Windows 2003: > 12 Gbytes**	N/A (Subject to Operating System limitation only)
D:	SCCS 5.0 on Windows 2000: 4 Gbytes **SCCS 5.0 on Windows 2003: 8 Gbytes**	SCCS 5.0 on Windows 2000: > 4 Gbytes **SCCS 5.0 on Windows 2003: > 8 Gbytes**	N/A (Subject to Operating System limitation only)

Note 1: Recommend placing the Windows Swap File on D: partition if there are space constraints on C: partition.

For Web Client 4.5 Co-Resident with SCCS 5.0 Server the minimum and maximum partition sizes are as follows:

Drive	Minimum Size	Maximum Size
C:	14 GBytes	N/A (Subject to Operating System limitation only)
D:	8 GBytes	N/A (Subject to Operating System limitation only)

Existing Windows 2003 SCCS 5.0 installations that may wish to apply SP1: If these customers have installed using the minimum SCCS 5.0 requirements for Windows 2000 (2 Gb + 1.5 *RAM) or have less than 6GB assigned, the application of SP1 may either not be possible (depending on any other items installed) or if it is installed, the remaining disk space may be insufficient to install any subsequent MS Hot Fixes, SP's etc.

New installs for Windows 2003 SCCS 5.0 including SP1: It is recommended that these customers use the recommended partition sizes detailed above to ensure their server has sufficient partitions sizes for future requirement.

Note: If your C: server partitions is below the minimum size requirement and you wish to install SP1 you may need to increase the partition size. This will require the re-building of the server using the migration procedure stated in the SCCS 5.0 Installation NTP.

For more information refer to the "Symposium Portfolio Server and Operating System Requirements" document - Issue 3.1 or higher. This is available on the Partner Information Center (PIC): www.nortel.com/pic (Products /Symposium /SCCS 5.0 /Technical Guides and Reference).

As a reference, the following Microsoft website details SP1 diskspace requirements: http://support.microsoft.com/default.aspx?scid=kb;en-us;892807

How to obtain SUS0505S

SUS0505S can be downloaded from the Enterprise Solutions PEP Library (ESPL): www.nortel.com/espl

- NN_SCCS_5.0_SUS_0505_S

Information on installing Windows 2003 SP1:

To install Windows 2003 SP1 on an existing SCCS 5.0 Server running Windows 2003:

- Install all SU's / PEPs up to and including SUS0505
- Set Services to manual and reboot SCCS
- Apply SP1
- Set services to automatic

- Reboot

When upgrading SCCS 5.0 Server from Windows 2000 to 2003

- Perform a Platform Migration (to a server with Windows 2003 & SP1 installed)
- At end of the migration set Services to manual, before re-booting
- Reboot
- Install all SU's / PEPs up to and including SUS0505
- Set Services to automatic
- Reboot

Note: In cases where customers have installed SP1 without SUS0505, it is recommended that these sites apply the latest SU/PEP's asap i.e. up to and including SUS0505.

Additional information is also available in Distributor Technical Reference (DTR-2004-0178-Global-Rev 4) available on the on the Partner Information Center (PIC): www.nortel.com/pic (Products /Symposium /SCCS 5.0 /Distributor Technical Reference).

Compatibility with Call recording PEP

Call Recording capability is enabled by SUS0504IPR and this feature is still in controlled release for developer partner status. Note that the order of installation of SUS0504IPR and SUS0505 is not important and they are not dependant on each other.

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Nortel is a recognized leader in delivering communications capabilities that enhance the human experience, ignite and power global commerce, and secure and protect the world's most critical information. Serving both service provider and enterprise customers, Nortel delivers innovative technology solutions encompassing end-to-end broadband, Voice over IP, multimedia services and applications, and wireless broadband designed to help people solve the world's greatest challenges. Nortel does business in more than 150 countries. For more information, visit Nortel on the Web at www.nortel.com.

CallPilot 3.0 Start-up Bulletin

Please be aware of these important advisements prior to installing and configuring a new CallPilot 3.0 server.

1. CallPilot 3.0 is only applicable with Meridian 1 X11R25.40 and later or CS 1000 X21R3.0 and later systems.

2. All CallPilot server installations, especially those external to the switch (e.g. 703t and 1002rp) **must** follow the CallPilot and M1/CS1000 guidelines for power and grounding, specifically, adhering to a single-point ground reference for the server and all ancillary equipment. These guidelines make M1/CS1000 and CallPilot less susceptible to damage resulting from lightning and other electrical transients.

3. Install the dongle into the CallPilot server prior to accessing CallPilot Manager.

4. The Configuration Wizard icon is on the CallPilot Manager. The CallPilot Manager is accessible by double clicking the Internet Explorer icon on the server's desktop.

5. The ELAN and CLAN Network Cards on the back of the CallPilot 1002rp Rackmount server are labeled and are installed as follows:
   - The top Network Port is dedicated for ELAN
   - The bottom Network Port is dedicated for CLAN.

6. Proper Shutdown or Reboot procedure:
   - Use "Ctrl-Alt-Delete" and select "Shutdown" from the Windows 2003 Security window. Then from the Shutdown Computer dialog box that appears, select either "Shutdown" or "Shutdown and Restart" as needed.

7. Ensure the latest documentation is referenced when installing/configuring CallPilot. This includes the provided documentation CD-ROM, the Distributor Technical Reference (DTR) bulletin (shipped with the server), and also Release Note updates. All are available from the PIC/Helmsman website at http://my.nortelnetworks.com

8. Ensure the latest CallPilot 3.0 Service Updates/PEPs and M1/CS1000 PEPs are installed. Reference the Enterprise Solutions PEP Library (ESPL) at http://www.nortelnetworks.com.espl

End of the CallPilot 3.0 Start-up Bulletin.

NORTEL NETWORKS

Product Bulletin

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MICA Release 1.07 Maintenance Release

Introduction

Nortel Networks announces the introduction of Meridian Integrated Call Assistant (MICA) release 1.07. This release corrects problems found in MICA release 1.06 and introduces support for the SMART 320MB Flash drive. Release 1.07 is now available to all sites running MICA.

Customers equipped with MINI MICA who wish to upgrade to MICA version 1.07 are recommended to purchase an NT5G32 AA Release 06 Flash card. This recommendation is due to memory limitations on the existing flash card.

Note: Customers who are running MINI MICA (flash version) must NOT upgrade using the FTP method due to additional disk space required for this operation. The MINI MICA flash drive for MICA Release 1.06 and earlier is engineering code is NT5G32AA Release 05 or earlier.

The upgrade software is available to Nortel Networks distributors from the Nortel Networks software download site or by using an NT5G94AA Release 03 upgrade flash card, which can be purchased from Nortel Networks.

MICA Release 1.07 Operational Enhancements

A-law / Mu-law Unification

In Release 1.06 voice files are stored on the PCMCIA in both A-law and Mu-law format. With Release 1.07 voice files are stored on the PCMCIA device in a unified format. This reduces the disk space required for storage of voice files and will have no effect on configuration or operation.

Default URL

To access the MICA BUI from your Browser you no longer need to add the file name "mica_bui.htm" to the MICA card IP address. The existing URL address with the file name will still access the card.

Data back up Enhancement

Back up procedures are now managed using the Administrator BUI and it is no longer required to disable the MICA card prior to performing a backup.

There are two modes of back up operation.

a) **Manual mode** – Data back up is started when the manual mode is activated. During manual back up the Administrator BUI is locked until the back up is completed. The duration of the back up will depend upon the amount of data that is being backed up.

b) **Automatic mode** – Data is backed up according to a schedule defined by the administrator.

In both modes the following three options are available for the destination of the backup data:

- PCMCIA device installed at the upper socket of the MICA card.
- ZIP file with the compressed backup data sent to a predefined email address. You can only have one email address for delivery of backup files.
- ZIP file with the compressed backup data transferred to a predefined FTP server. You must define the FTP server address, user, password and the path to the directory where the backup should write in the BUI. For the current directory - enter '.'. The address should be the address from the point you connect to the server to the location where the file is stored.

Caution: Back up using FTP or Email must not be used for MINI MICA equipped with 20MB flash cards (NT5G32AA Release 05 or lower). If you want to use these functions you should upgrade by purchasing a New 64MB Flash MICA Release 1.07 Flash drive (NT5G32AA Release 06).

Backup data can consist of up to three optional components. To select data for backup the following check boxes are provided:

a) Database definitions.
b) Customized voice files: greetings, menus and names recorded for name dialing
c) Historic traffic, log and error reports.

When requesting a manual backup, the administrator may save the definitions, to use for future backups, or leave the previously saved definitions intact, and modify them for this particular backup only.

To perform data backup use the following path in the Administrator BUI:

Manual mode: Admin BUI → Properties → Manual Backup, the backup is started when the **Do Backup** button is pressed.

Automatic mode: **Admin BUI → Properties → Scheduled Backup**, where the administrator sets the schedule (**Frequency/Day/Hour**) for execution of the backup.

Data Restore Enhancement

Restore is now operated through the Administrator BUI. Restored data can be selected from two locations:

- PCMCIA device in the upper socket of the MICA card.
- Compressed backup data (ZIP File) on an FTP Server.

To perform a restore from the Administrator BUI, use the following path:

Admin BUI → Properties → Restore

PCMCIA Restore using Administrator BUI

1. Insert the back up drive in the upper socket of the card.
2. Press the **Restore & Reset** button to start the restore process.

FTP Server Restore using Administrator BUI

1. Fill in the fields: IP address of the FTP server, Path to file, FTP login, and FTP password and press the **Get Files** button.

2. An automatic script runs to retrieve the back-up data from the FTP server and to decompress it in a temporary directory on the primary PCMCIA device installed in the lower socket of the MICA card.
3. Press the **Restore & Reset** button to start the process.

Caution: Restores using FTP must not be used for MINI MICA equipped with 20MB flash cards (NT5G32AA Release 05 or lower). If you want to use these functions you should upgrade by purchasing a New MICA Release 1.07 Flash drive (NT5G32AA Release 06).

Firmware Upgrade Enhancements

Firmware Release upgrades are now done using the Administration BUI. The path for doing these activities is:

Admin BUI → Properties → Upgrade

Firmware Upgrade procedure has two options. The option chosen depends on how upgrade files are delivered to the MICA card (similar to the Restore operation).

a) From a PCMCIA device installed at the upper socket of the MIPCD card (exactly as it was in the previous MICA Releases). Upgrade is executed upon pressing **Upgrade & Reset** button.
b) From compressed upgrade file (in ZIP format) placed on a FTP server. In this case the procedure is done in two steps. The filename used may be case sensitive. The FTP Server determines this but it is better to assume case sensitivity.
    1. After filling in the proper fields (**IP address** of the FTP server, **Path to file**, **FTP login**, **FTP password**) press the **Get Files** button. An automatic script is run to transfer the upgrade data from the FTP server and to decompress it in a temporary directory on the primary PCMCIA device (installed in the lower socket) of the MICA card.
    2. Press **Upgrade & Reset** button.

Caution: Firmware upgrades using FTP must not be used for MINI MICA equipped with 20MB flash cards (NT5G32AA Release 05 or lower). If you want to use these functions you should upgrade by purchasing a New MICA Release 1.07 Flash drive (NT5G32AA Release 06).

Port Expansion Enhancements

Port expansions are now done using the Administration BUI. Port Expansion requires the following 3-step process using the Administrator BUI.

1. New values for ports are chosen in the drop-down menu
2. The new keycodes are entered in the appropriate fields.
3. Press the **Upgrade** button to complete the procedure.

The path for doing these activities is:

Admin BUI → Properties → Upgrade

Functionality Changes Related to Backup, Restore and Upgrade Improvements

E-mail Configuration via CLI

Emails can be used by MICA to send back up data files. To define email sending there are two new definitions required in the CLI. They are defined in the **/ MICA SA SY** command.

- **"email server address"** - The IP address of the customer's email server. Get this address from your network administrator. Without it, MICA will not send any emails.

- **"email 'from' address"** - The entry is determined by the requirements of customer email server. This is the name or address that will appear in the "from" line of the email. The field is not mandatory from the MICA point of view, but may be required by the customer's email server. Check with your administrator.

Card Status During Backup/Restore/Upgrade Procedures

Disabling the MICA card from the M1 switch, prior to performing backup, restore, and upgrade procedures is no longer required. The following status applies:

A. During **Backup** process the card is operational. However, database changes are not accepted. Therefore, during the backup process it is not possible to record menus, greetings or personal verifications, and Command Line Interface and Browser User Interface are disabled. The FTP interface is blocked during the backup process.
B. During the **Restore** and **Upgrade** process the card 'disables' itself and does not answer calls (active calls are dropped), nor does it accept database changes, as described for the backup process.

Busy Condition Notification

Pop-up information windows are added to notify users about BUI operational restrictions. The following restrictions apply:

- If the CLI is active (logged in) the BUI is not blocked but backup/restore/upgrade/getfiles processes cannot be run. You can, open the CLI window and watch progress without logging in.
- When one of the backup/restore/upgrade/getfiles processes is running you cannot log into the BUI or perform other BUI tasks if you are already logged in.

Backup and Restore Process Log

The Backup, Restore and Upgrade processes display messages on the CLI screen. The CLI can be used to view these messages while the process is running. CLI access is allowed via RS232, Telnet or the BUI.

There are two files that contain information about the progress of the process in directory **oam\log**. The first, **bckuphst.txt**, contains one line for each of the last backups (up to 20). Each line has a time stamp and states whether it was a manual or scheduled backup, to disk or e-mail, (from which source) and whether it succeeded or failed. The second file is separate for each type of process: **bckuplog.txt, upgrlog.txt**, and **restrlog.txt.** These files are more detailed reports and contain information displayed on the CLI while the process was running. For the backup process, this file is kept with the backed up database, i.e. e-mail, ZIP file or copied to the secondary PCMCIA at the end of the backup process. On the disk only the last backup upgrade or restore log is maintained.

Conversion Process Log

Database conversion may be required after running an upgrade or a restore process. If required conversion runs after reset following an upgrade and after a restore process and before the card is restarted.

The database conversion process logs its progress (only if conversion is actually needed) in **oam\log\upgrlog or restrlog.txt** depending upon the process running. If there was a problem during any process more information about the failure will be found in the software error file of the appropriate day.

To view the **bckuphst.txt** file from the BUI, use the following path:

Main BUI Window → Properties → Scheduled/Manual Backup →View Backup History button.
Depending upon the method used to back up the **bckuplog.txt** file can be viewed

- in the received e-mail,
- in the backed up database on the FTP server
- on the secondary PCMCIA device.

To view the last file created through the BUI use the following path:
Main BUI Window → Properties → Scheduled/Manual Backup → View Last Backup Details button.

CLI access through the Browser User Interface

- The Command Line Interface may now be accessed through the BUI. A Telnet connection is no longer required to access the CLI. The path for accessing CLI via the BUI is:

Main BUI Window → Properties → Show CLI Window button.

A new browser window is opened, which contains two frames. User input is entered in the lower frame, and CLI output is presented in the upper one. This is especially helpful when carrying out Backup/Restore/Upgrade procedures, as they provide progress information on the Command Line Interface, which the administrator may be interested in viewing. You can open the CLI window and watch progress without logging into the CLI.

Security Improvements

Security has been improved by stricter password protection, improved access restrictions, and other measures as described below.

General

- Files containing login names, passwords and other security parameters are encrypted.
- Minimum login name / password length can be defined by administrator as a system parameter. The minimum is enforced when the name / password is changed. It applies to CLI, Telnet, FTP Names and passwords.
- Maximum length of password is 30-characters.
- IP/LAN connectivity only allows LAN access through HTTP, Telnet and FTP. The only accessible IP ports are the standard ports of these protocols.

BUI Web access (HTTP Server)

The only resources accessible before passing authentication are the initial URL (login screen) and some files whose access cannot harm the application E.g. HTML BUI Help file. It is impossible to access any other page or file prior to logging in. Simultaneous multiple log in sessions are not allowed. Only one BUI session is allowed at any given time.

CLI direct RS232 connection

There are two login levels (equivalent to 'user' and 'debug' in MICA 1.06), each level has a login name and password. CLI second level access is reserved for Nortel Networks support organizations.

- Logins are changeable through the CLI.
- Name and password may include letters and digits.
- Password is not displayed when typed.
- Every successful login is recorded as an informational message in the error log.

- Inactivity timeout automatically forces logout. Administrator can define the timeout duration parameter.

Telnet Server Access

A dedicated login name and password are required for remote access by Telnet. Passing this login grants access to the CLI, which in turn requires its own login and password.

- Name and password may include letters and digits.
- Every successful login is recorded as an information message in the error log. The message is also printed on the CLI terminal.
- Inactivity timeout automatically closes the session. Administrator can define the timeout duration parameter.

FTP Server Access

A dedicated login name and password are required for remote access by FTP.

- Name and password may include letters and digits.
- Every successful login and logout is recorded as an information message in the error log. The message is also printed on the CLI terminal. (The BUI accesses the MICA database via the FTP port. Therefore while using the BUI, many "FTP login" and "FTP logout" messages are printed which is normal.)
- Inactivity timeout automatically closes the session. Administrator can define the timeout duration parameter.

Invalid Login Attempt Handling

For each invalid login attempt, a message is issued in the error log and the CLI. This applies to access types CLI, Telnet, and FTP. BUI failed log in attempts are recorded in the log file in **OAM/LOG** directory.

For CLI, Telnet and FTP, consecutive faulty login attempts are counted. When the count reaches the parameter 'Maximum faulty login attempts' (definable by administrator), defensive actions are taken:

- CLI: after consecutive faulty login attempts, CLI is blocked for a certain time. Administrator can set the length of this blocking period.
- Telnet: after consecutive faulty login attempts, the connection is closed. New connection is refused for a period of time defined by administrator.
- FTP: after consecutive faulty login attempts, the connection is closed.

For TUI access the security measures are the same as in previous MICA versions:

- Maximum number of faulty login attempts is always 3.
- After 3 consecutive faulty login attempts the TUI call is disconnected.
- If there were 3 consecutive faulty login attempts, the third faulty login attempt is recorded in the log files (in **OAM/LOG** directory).

Setting System Passwords and Parameters Using CLI

To set up passwords and parameters (using CLI) login to the CLI and enter the following command:

/ MICA PAdmin PSweditor

PSweditor Usage Notes:

- Empty value is entered by the "space" character
- Entering "." (dot) skips until end of the current section

- Action (modify/save/next section/cancel) is chosen by entering one or more characters of the desired action (e.g., m/s/n/c)

Note:

CLI 1st level is named "administrator"
CLI 2nd level is named "debug"

Default Security Settings

For backward compatibility with the previous MICA releases, the following initial security definitions for the security data are provided.

Log in Type/Name	Log in ID	Password	Notes
CLI 1st Level (administrator)	user	Empty	Just press enter key if there is no password defined. A password can be defined later if desired.
CLI 2nd Level (debug)	debug	Empty	Just press enter key if there is no password defined. A password can be defined later if desired.
Telnet login	Empty	Empty	Just press enter key there is no ID or password defined. An ID password can be defined later if desired.
FTP login	user	user	

Resolving Lost Passwords

To resolve lost or forgotten passwords use the processes described below.

- BUI password can be reset to its default by using the CLI 1st Level command, "**/ MICA PAdmin ABReset**".
- When system passwords are forgotten (Telnet. FTP, CLI 1st level). The passwords can be viewed/changed by the CLI 2nd level command "**/ MICA PAdmin PSweditor**".
- When CLI 2nd level password is forgotten, a special 'emergency' process exists for accessing the CLI. This process requires card power-up and a direct connection to the card's serial port. After power-up, and after printing ***Running MAIN CODE!!!*** The card is ready for the token '**default**' to be entered by the serial port (direct CLI). (During this time, the reset process continues, and more lines may be printed on the screen). When this token is entered, the card allows one time Debugging CLI access with the 'factory default' name and password (name is **debug** and the password is empty; see table). Now it is possible to enter CLI 2nd level login, and view/edit the passwords. After logout from this CLI session, normal login resumes according to 'stored' names & passwords.

TCP/IP Connectivity Test – Ping Client

A new technical support CLI command (**ping**) is added for testing IP connections.
The ping command sends a standard 'ping' packet to a given IP address, to test round-trip path.
The command is typically used to test if the LAN connection is installed and configured properly.
The command is accessed by CLI, under **MICA SMaint/** directory.

Helpful Hint: If customer is requested to enter an IP address (example of an email server or FTP server) and they only know the server NAME, activating a ping command from the PC to the given name, will return the IP address currently assigned to this name.

Product Release/Issue Presentation

In the **Properties** BUI window, in the **Card** tab, the product issue 1.07(xx) presented is the Top Level issue, followed by internal development issue in parenthesis.

Problems Solved in MICA Release 1.07

Overlay program 32 DISC l s c command

Occasionally the DISC loop/shelf card (l s c) command would not disable MICA card port 28. This problem was seen on Meridian systems running CP-4 and CPP processors only.

IDC print command from M1 failed to print all EEPROM information

The problem has been corrected and correct EEPROM information is now printed.

Deleting services causes problem printing traffic

This problem will be seen if a service is deleted and there is more than one service defined and the deleted service is not the last service. Traffic for services following a deleted service is not printed properly.

Windows XP Disk Formatting

The problem working with PCMCIA drives formatted with Windows XP is resolved.
Note: If you are formatting a PCMCIA drive on Win XP for upgrades/backup/restore it must be formatted using FAT 16 format. Do not use FAT 32.

Known Problems with MICA Release 1.07

Card is disconnected. Restart application message.

When working with the BUI the message "Card is disconnected. Restart application" indicates the BUI lost its connection to the MICA card. In this release the message is may be presented on occasion, even though the BUI has not actually lost connection with the card.

If after closing the error message box, the BUI behaves normally, the connection is not lost and the message may be ignored. If the BUI does not behave normally the connection was lost and you need to re-enter the BUI. If the message persists it may be helpful to close the browser completely and then start a new BUI session. This problem will be fixed in the next release.

Windows XP

CLI operation via the BUI is unpredictable and is not recommended for MICA Client PC running Windows XP. To work around this problem client access is recommended via Telnet. This problem will be resolved in the next release.

BUI User name and Password Back up and Restore

BUI User name and password is not included in back up and restore files. This problem is only seen when you are installing a new PCMCIA and restoring a previous database to this new card. To work around the problem you will have to log into the BUI with the default passwords.

MICA Release 1.07 Upgrade Procedures

General Information

Nortel Networks provides ongoing support to MICA Application software. This support is delivered in the form of maintenance up-issues.

Upgrades can be performed using software downloaded from the Nortel Networks Web site, and/or by using an NT5G94AA PCMCIA upgrade flash card purchased from Nortel Networks. If you are doing an upgrade using files downloaded from the Nortel Networks software download site make sure that the PCMCIA you use is in the list of supported drives below.

Downloads from the Nortel Networks web site are available for all MICA running Release 1.04 and later. ***Read the following "caution" regarding an exception for Mini MICA equipped with the NT5G32AA 20 MB flash drive.***

Caution: Back up/ Firmware upgrades and Restores using FTP or Email available in MICA Release 1.07 must not be used for MINI MICA equipped with 20MB flash cards (NT5G32AA Release 05 or lower). If you want to use these functions you should upgrade by purchasing a New MICA Release 1.07 Flash drive (NT5G32AA Release 06). The NT5G32AA Release 06 device is larger, and can support full functionality.

Web Download

The Electronic Software Delivery Web site is available to download MICA firmware, and documentation. The Web site has a page for the Meridian Integrated Products and the page contains firmware, bug fixes, and the instructions for upgrading new firmware and software.

How Do I Access the ESD Site?

1. Go to www.nortelnetworks.com
2. Go to Customer Support in the left side bar.
3. Select Software Distribution.
4. Select Meridian
5. Select Meridian Integrated Products.

Determining the Upgrade Method

The MICA card firmware upgrade files can be installed from the following two sources:

- A PCMCIA disk in the upper socket of the card.
- A remote FTP server. (Release 1.06 and later)

The first step is to determine which method will be used to perform the upgrade.
Caution: Back up/ Firmware upgrades and Restores using FTP or Email must not be used for MINI MICA equipped with 20MB flash cards (NT5G32AA Release 05 or lower). If you want to use these functions you should upgrade by purchasing a New MICA Release 1.07 Flash drive (NT5G32AA Release 06).

Depending on the source selected, the following procedures describe how to perform the firmware upgrade.

Retrieving Card Firmware from the Nortel Networks Web site

1. Retrieve the MICA Release 1.07 upgrade zip file to your PC.
2. Rename the file to *"upgrade.zip"*.

3. If you are doing FTP upgrade go to Step 8. If you are using a PCMCIA card for upgrading your MICA go to step 4.
4. Unzip the upgrade set. This will automatically create an upgrade directory.
5. Insert the PCMCIA into the PCMCIA drive of your computer. Do **not** use the distribution disk that your original software was supplied on.
6. Format the PCMCIA.
7. Copy the contents of the upgrade directory (but not the directory itself) to the PCMCIA flash disk. Copying should be recursive, i.e. including all the subdirectories and files and preserving their hierarchy.
8. FTP upgrade only. Copy the ***upgrade.zip*** directory to your FTP server.
9. Go to the appropriate MICA Upgrade procedure below.

Upgrading MICA Firmware to Release 1.07 from Release 1.04 using PCMCIA Card

Note: In this procedure you will partially fail the upgrade (Step 5) and you will be requested to restart the card (Step 6) to complete the upgrade.

1. Insert the PCMCIA Flash card prepared above into the upper socket of the MICA card.
2. Disable the MICA card using LD 32 / DISC from the Meridian-1/CSE.
3. Log into CLI with level 1 administrator.
4. In the MICA CLI disable the call handling applications by entering the command '**/ AA M SH 0**'.
5. From the MICA CLI port enter the following:

   /
   pa
   sw
   m
   y
   s

   Wait until the process finishes its work. The card will report upgrade process failure of upgrade process or part of it failed. Go to next step.

6. Restart the card using the CLI command **/ MICA SM CR**.
   The card will come up with the new firmware version and will now complete the upgrade process. From the CLI port enter the following.

   /
   pa
   sw2
   m
   y
   s

   Wait until the process completes and asks you to reset the card with the prompt:

   Restart AP ? (Yes, (No))

7. Enter y. If the card does not wait for the response to the question above, reset the card by using the command: **/ MICA SM CR**
8. After restart a special init process will run automatically. It activates a convert process to convert the MICA data from 1.04, format to 1.07 format and prints the following prompt: ***Please enter the coding law defined in the Meridian-1: A for A-law, M for M-law.***
   This prompt is **not** printed for MINI MICA. To find out if the system is a-law or mu-law you can use LD 97, REQ=**prt** and TYPE=**sysp**.

9. After entering the proper response (A or M) please wait until the convert process completes, and the card is automatically restarted.
10. Enable the card from Meridian-1/CSE Terminal using LD 32 / ENLC.
11. Test the application to make sure that your upgrade was successful.

Upgrading MICA Firmware to Release 1.07 from Release 1.06 or 1.05 using PCMCIA Card

1. Insert the PCMCIA Flash card prepared above into the upper socket of the MICA card.
2. Disable the MICA card using LD 32 / DISC from the Meridian-1/CSE.
3. Log into CLI with level 1 administrator.
4. In the MICA CLI disable the call handling applications by entering the command '**/ AA M SH 0**'.
5. From the MICA CLI port enter the following:
   /
   pa
   sw
   m
   y
   s
6. Wait until the process completes and asks you to reset the card with the prompt: ***Restart AP ? (Yes, (No))***
7. Enter **y**. If the card does not wait for the response to the question above, reset the card by using the command: **/ MICA SM CR**
8. After restart a special init process will run automatically. It activates a convert process to convert the MICA data from 1.04, 1.05, or 1.06 format to 1.07 format and prints the following prompt:
   Please enter the coding law defined in the Meridian-1: A for A-law, M for M-law. *This prompt is only printed for MICA equipped with a hard drive. To find out if the system is a-law or mu-law you can use* ***LD 97, REQ=prt and TYPE=sysp.***
9. After entering the proper response (A or M) please wait until the convert process completes, and the card is automatically restarted.
10. Enable the card from Meridian-1/CSE Terminal using LD 32 / ENLC.
11. Test the application to make sure that your upgrade was successful.

FTP upgrades - Available only on MICA 1.06.

Caution: Firmware upgrades using FTP must not be used for MINI MICA equipped with 20MB flash cards (NT5G32AA Release 05 or lower). Log into the CLI port of MICA using the debug log in.

1. Open the FTP session to the FTP server. Enter the following commands
   /
   ftp
   ftp <FTP server IP address>
   <user>
   <password>
   cd <path to the unzipped upgrade set>
2. Start the FTP delivery process by entering:
   $ getupgrd
   (There must be a space between the "$" and the "getupgrd").

   Please wait until the automatic delivery process completes and prints:

```
##############################################
# END delivery SCRIPT
##############################################
```

3. Close the FTP session by entering: **bye.**
4. Disable the MICA card using LD 32 / DISC from the Meridian-1/CSE.
5. Log into CLI with level 1 administrator.
6. In the MICA CLI disable the call handling applications by entering the command '**/ AA M SH 0**'.
7. From the MICA CLI port enter the following:

   /
   pa
   sw
   m
   y
   s

8. Wait until the process completes and asks you to reset the card with the prompt: ***Restart AP ? (Yes, (No))***
9. Enter y. If the card does not wait for the response to the question above, reset the card by using the command: **/ MICA SM CR**
10. After restart a special init process will run automatically. It activates a convert process to convert the MICA data from 1.06 format to 1.07 format and prints the following prompt: ***Please enter the coding law defined in the Meridian-1: A for A-law, M for M-law.*** This prompt is **not** printed for MINI MICA. To find out if the system is a-law or mu-law you can use LD 97, REQ=prt and TYPE=sysp.
11. After entering the proper response (**A or M**) please wait until the convert process completes, and the card is automatically restarted.
12. Enable the card from Meridian-1/CSE Terminal using LD 32 / ENLC.
13. Test the application to make sure that your upgrade was successful.

Replacing an MICA Release 1.06 or earlier Drive with a new 1.07 Drive

You must not attempt to back up a database from Release 1.04-1.06 MICA on to a PCMCIA drive with NEW RELEASE 1.07 in the upper PCMCIA socket. Release 1.06 or earlier firmware cannot write properly on a drive with Release 1.07.

If you are replacing an MICA PCMCIA drive running a release prior to 1.07 with a new drive running Release 1.07 use this procedure.

1. Install the Release 1.07 PCMCIA in the lower socket of the MICA card.
2. Insert the customer's old PCMCIA in the MICA card upper PCMCIA socket.
   Note: If you are replacing a MICA Release 1.05 or MICA 1.06 with MICA 1.07 you can insert a database back up drive in the upper drive rather than the old customer PCMCIA. You must NOT use a Release 1.04 back up drive as this will damage the 1.07
3. Restart the pack by reseating it in the shelf slot.
4. As the card comes up, if it does not find a valid keycode on the primary (lower socket) PCMCIA, the secondary (upper socket) PCMCIA device is checked. If a drive exists in the upper socket and it contains a correct keycode, the keycode is copied to the primary PCMCIA device. The message "***Keycode retrieved from the secondary PCMCIA drive!***" appears on the CLI if the keycode was retrieved successfully from the secondary

PCMCIA device, the IP address is also copied to the new device and the message ***"IP address retrieved from the secondary PCMCIA drive!"*** appears on the CLI.

5. The convert process requires user input on the CLI so before running the convert process in the next step open the CLI window in BUI or connect to the CLI using another interface.
6. The new PCMCIA is now ready to have user data transferred from the drive in the upper socket to the 1.07 drive. To transfer the data use the BUI or CLI command default user id and password (See the table above for default settings).

   BUI Properties → Restore

   CLI command / **MiCA SMaint Restore**
7. When the transfer process is completed, a convert process automatically runs to convert the data from 1.04, 1.05, or 1.06 format to 1.07 format and prints the following prompt. "***Please enter the coding law defined in the Meridian-1: A for A-law, M for M-law.*** This prompt is **not** printed for MICA equipped with hard drive. ***To find out if the system is a-law or mu-law you can use LD 97, REQ=prt and TYPE=sysp.***
8. After entering the proper response (A or M) please wait until the convert process completes.
9. Test the application to make sure that your restore was successful. Make sure your MICA answers calls with the correct services, plays prompts correctly and that the BUI comes up with correct definitions.

Drives supported for Archive/Restore and Upgrade process

The following table lists drives supported for MICA Releases.

Drive	Release 1.04		Release 1.05/6		Release 1.07	
	Archive/ Restore	Upgrade	Archive/ Restore	Upgrade	Archive/ Restore	Upgrade
Kingston 20MB flash PC card ATA	√	√	√	√	√	√
Sandisk 20MB flashdisk PCMCIA PC card ATA	No	No	√	√	√	√
Nortel Networks 64MB Compact Flash Disk	No	No	No	No	√	√
Smart 64 MB Flash Drive	No	No	No	No	√	√
Calluna 520MB PCMCIA Type II card	√	√	√	√	√	√
Smart 320 MB PCMCIA Flash Drive	No	No	No	No	√	√

References and Related Documents

Refer to NTP 553-3001-118 Meridian Integrated Call Assistant, Engineering, Installation, Administration, and Maintenance, Release 2, dated April 2000.

Ordering Guidelines and Procedures

MICA Release 1.06 is no longer shipped with for new MICA orders. The order codes required to obtain MICA 1.07) are:

PEC Code	CPC Number	Description
NT5G01AA Release 09	A0737700	Meridian Integrated Call Assistant Kit
NT5G03AA Release 09	A0743333	Mini MICA Kit
NT5G31AA Release 06	A0737705	Meridian Integrated Call Assistant PCMCIA Drive

NT5G32AA Release 06	A0743334	Mini MICA PCMCIA
NT5G94AA Release 03	A0805702	Meridian Integrated Call Assistant Upgrade Flash Card

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Nortel Networks is an industry leader and innovator focused on transforming how the world communicates and exchanges information. The Company is supplying its service provider and enterprise customers with communications technology and infrastructure to enable value-added IP data, voice and multimedia services spanning Wireless Networks, Wireline Networks, Enterprise Networks, and Optical Networks. As a global Company, Nortel Networks does business in more than 150 countries. More information about Nortel Networks can be found on the Web at www.nortelnetworks.com.

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GENERIC X11 RELEASE 23
GENERAL RELEASE BULLETIN
ADDENDUM 1

Meridian 1 Generic X11 Release 23 (North America) is available for customer orders. This software may be ordered through normal ordering procedures.

This document is an addendum to the GR-072 X11 Release 23 General Release Bulletin.

All information contained in the GR-072 General Release Bulletin is still accurate. Please refer to that document for general information on X11 Release 23, or to the Release 23 Northern Telecom Publications (NTPs) for details on feature installation and operation.

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System Advisements

X11 Release 23 is a global software release with features that can be deployed worldwide. This document only contains information and features that are specific to North America.

The following features and enhancements are specific to X11 Release 23.37 and later software.

Symposium Call Center Server

Symposium Call Center Server is the Nortel's next generation call center product. It integrates the functionality of Meridian MAX, Meridian CCR, NACD, and Meridian Link, plus more on a client-server architecture. Symposium Call Center Server consists of three key components: telephony, server, and client. The telephony component includes the Meridian 1 PBX and its telephones. The server component is comprised of the call center server and network. The client component is made up of the customer's LAN and supervisors' workstations.

Symposium Call Center Server includes the following features and enhancements:

- Skill base routing allows a call center to precisely define their call routing to ensure maximum caller satisfaction and optimal efficiency.
- Script Editor enables scripts to be developed with cut, paste, and delete capabilities, automatic command selection with a Command Reference Panel, and easy validation and compilation.
    - Meridian Mail integration enables scripts to maintain control of a call in a voice session.
    - Enhanced intrinsics and variables provided for use with the scripting commands.
- Open interfaces are available to access historical and real-time data.
- Using a voice port, gives Broadcast Announcement connects up to 50 callers to hear an announcement.
- Real time screens and telephone set displays are programmable from the client screen.
- Caller can request to be connected to a specific agent.
- Expected Wait Time and other intrinsics can be provided to callers.
- Login ID has a maximum length up to 16 digits.
- Agents can login from any ACD telephone set.

For more information, please refer to DTR 1.10.38.

Configuration

LD 17

Application Module Link over Ethernet		
REQ	CHG	
TYPE	CFN	Configuration Record
ADAN	***NEW ELAN 16, CHG ELAN 16, OUT ELAN 16***	***Add/change/remove I/O device type ELAN 16 (AML over Ethernet)***
CTYP	***ELAN***	***Card type***
DES	aaa...a	Port designation
LCTL	Yes, (No)	Modify link control system parameters
N1	128, (512)	Maximum octets per I frame. 128 or 512 is available
ADAN	<cr>, **** END	Go to next prompt or exit overlay Terminate overlay (Release 19 and later)
...	...	
VAS	NEW, CHG, MOV, OUT	Add, change, move or delete a value added server
VSID	16	VAS identifier
ELAN	***16***	***Associate VAS ID 16 with ELAN 16***
SECU	Yes, (No)	Turn on (off) security for Meridian Link applications
INTL	1-12	Time interval for checking Meridian Link for overload, in 5-second increments
MCNT	5-100000	Message count threshold for number of Meridian Link messages per time interval

LD 23

REQ	PRT	Print
TYPE	ACD, CDN	ACD or Control DN data blocks
....	....	

Definitions that may appear on the printed report of devices on the switch:

AACQ	***Yes, (No)***	***Application acquired queue***
ASID	***16-31 or (00)***	***Application Service Identification where the acquired message was originated from***
SFNB	***1 2 ...***	***Message set feature notification bitmap for messages such as SFN (log in), SFN (log out) ...***
USFB	***1 2 ...***	***Message filter bitmap for USM messages such as: Onhook, Offhook, Ringing, Active, Disconnect, Unringing, Hold, Restore, Ready, Not Ready, Walkaway, Walkaway Return, Reserved, Unreserved ...***
CALB	***1 2 ...***	***Message filter bitmap for Call Filter messages such as PCI, DN Update ...***

LD 56

Prompt	Response	Description
REQ	NEW, CHG	Action request
TYPE	FTC	Flexible Tones and Cadences
TABL	1-255	Cadence number in the Master Cadence table

RING	xxxx	Define specific cadences
...	...	
HCCT	YES	Change hardware controlled cadence tone definition
...	...	
ILIN	***<cr>***	***SYMPOSIUM Call Center Server ending agent log-in tone. Can be configured to change tone and cadence, otherwise accept defaults. Go to next prompt to configure or accept default values.***
XTON	0-(56)-255	NT8D17 TDS tone code
XCAD	0-(2)-255	NT8D17 cadence code for FCAD
ILOU	***<cr>***	***SYMPOSIUM Call Center Server pending agent log-out tone. Can be configured to change tone and cadence, otherwise accept defaults. Go to next prompt to configure or accept default values.***
XTON	0-(32)-255	NT8D17 TDS tone code
XCAD	0-(2)-255	NT8D17 cadence code for FCAD

ACD Agent Login Observe

The ACD Agent Login Observe feature gives a configurable option to allow or disallow the supervisor from observing IDN (non-ACD) calls of the agent set whether the agent is in logged-in or logged-out status. Current operation of Observe allows the supervisor to observe the agent on an IDN call even if the agent is logged out.

The ACD Agent Login Observe feature is configured in overlay 23. The feature does not require new packaging, but the ACD packages 40 and 45 must be enabled to use this feature.

For more information, refer to Product Bulletin 98010.

Configuration

A new prompt is introduced in Overlay 23 to assign the supervisors IDN Observe level:

Prompt	Response
RAO	(NO)/YES/FULL

where NO is the default and allows supervisor to observe any IDN call

YES restricts the supervisor from observing IDN calls when the agent is logged out

FULL restricts the supervisor from observing all IDN calls regardless of whether the agent is logged in or logged out.

ACD Return to Queue After No Answer

The ACD Return to Queue After No Answer feature allows the system administrator at the Call Center to define the number of ringing cycles for an ACD DN for which the call continues to ring on an ACD agent. If the call has not been answered within the number of ring cycles defined for the ACD DN, the ACD agent position that did not answer the call is automatically logged out or put in NRD state by the system. The call is then presented to another idle ACD agent. If there is no idle ACD agent, the call is returned to the front of the ACD queue.

The ACD Return to Queue After No Answer feature is implemented to allow a new ring cycle definition, RTQT (Return To Queue After No Answer) on a per ACD DN basis. The RTQT ring cycle can be set from 0 to 50. The new prompt can be modified in overlay 23.

This feature is mutually exclusive with the Call Force feature.

The ACD Return to Queue After No Answer feature is configured in overlay 23. The feature does not require new packaging, but depends on the ACD packages 40 and 45. Also, Digital sets must be equipped with either a MSB or NRD key

corresponding to the option set with the RTQO prompt (see configuration details below).

For more information, refer to Product Bulletin 98010.

Configuration

Two new prompts are added to Overlay 23 for the Return to Q on No Answer feature:

Prompt	Response
RTQT (0), 1-50	<Return to Q timer in ringing cycles>
RTQO (nrd), msb	<Return to Q Option>

The RTQT prompt defines the threshold in ringing cycles. If the agent does not answer a call within the RTQT threshold the call will be presented to the next available agent or returned to the ACD queue if there are no available agents.

If the RTQT threshold is exceeded the agent will be placed in either NRD or MSB status as defined by the RTQO prompt.

Flexible Trunk to Trunk Connections

The Flexible Trunk to Trunk Connections (FTTC) feature provides the capability to restrict Trunk to Trunk Connections for Transfer, Supervised Conference and Unsupervised Conference on a station level, based upon the Station's Class of Service. This feature is used with or without the Trunk Barring (TBAR) feature. The Flexible Trunk to Trunk Connections feature provides the following options at a set level:

- denies trunk to trunk connections for Transfer and Conference
- allows trunk to trunk connections for supervised Conference only, and denies trunk to trunk connections for Transfer and unsupervised Conference
- allows trunk to trunk connections for Transfer and Conference

The Conference feature allows additional parties to join an established call. One internal Directory Number must always be involved in the Conference call for a supervised Conference. A Meridian 1 user can conference two or more

trunks and then drop out of the conference, leaving the other trunks connected. This is an unsupervised Conference.

When Flexible Trunk to Trunk Connections is used in conjunction with the Trunk Barring feature, **one** of the following options may be selected:

- Additional set level restrictions can be added to the existing Customer level Trunk Barring.
- The restrictions placed by Trunk Barring, based upon the set's Flexible Trunk to Trunk Connections Class of Service, can be lifted.
- All set based trunk to trunk connections can be controlled for Conference and Transfer, depending upon the set's Flexible Trunk to Trunk Connections Class of Service, whether or not the route is barred by TBAR.

FTTC does NOT alter the following limitations:

- Disconnect supervision is still required for transfer and conference as per the existing operation.
- Unless the Trunk to Trunk Connection (Release 22) feature is implemented, two outgoing trunk connections are blocked for transfer and unsupervised conference.
- Except for Transfer and Conference, other call redirection features are not supported.

The FTTC feature is packaged as part of the basic M1 package. FTTC supports all trunk types except service trunks (RAN, PAG, DIC, MUS, AWU, etc.). FTTC does not support BRI sets or attendant console operations.

For more information, refer to Product Bulletin 98005.

Configuration

LD 15 – Configure Flexible Trunk to Trunk Connections.

Prompt	Response	Description
REQ:	NEW	Add new data.
	CHG	Change existing data.
TYPE:	NET	Trunk and network options.
CUST	xx	Customer number.
...		

FTOP		Flexible Trunk to Trunk Connection Options.
	(FRES)	FTT feature is inactive.
	TBFT	FTT adds new restrictions on connections not barred by TBAR.
	FTTB	FTT lifts TBAR restrictions for routes barred by TBAR. FTT cannot add any new restrictions for non-barred routes.
	FTLY	All set based trunk to trunk connections for Transfer and Conference are controlled by FTT only.

LD 10 – Flexible Trunk to Trunk Connections for analog (500/2500 type) telephones

Prompt	**Response**	**Description**
REQ:	NEW	Add new data.
	CHG	Change existing data.
TYPE:	500	500/2500 type telephone set data block.
TN	l s c u	Terminal number.
	c u	For Option 11C
...		
CLS	(FTTC)	Flexible Trunk to Trunk Connections Conditional (default for new sets).
	FTTU	Flexible Trunk to Trunk Connections Unrestricted (default for existing sets upon software conversion to X11 Release 23).
	FTTR	Flexible Trunk to Trunk Connections Restricted.

LD 11 – Flexible Trunk to Trunk Connections for Meridian 1 proprietary sets

Prompt	Response	Description
REQ:	NEW CHG	Add new data. Change existing data.
TYPE:	500	500/2500 type telephone set data block.
TN	l s c u c u	Terminal number. For Option 11C
...		
CLS	(FTTC) FTTU FTTR	Flexible Trunk to Trunk Connections Conditional (default for new sets). Flexible Trunk to Trunk Connections Unrestricted (default for existing sets upon software conversion to X11 Release 23). Flexible Trunk to Trunk Connections Restricted.

MAT 5.7 Update to Support Flexible Trunk to Trunk Connections

If your site currently utilizes MAT and you wish to implement the FTTC feature on Release 23.37, MAT 5.7 is required to support this feature. This update will be included with all on new orders shipped after May 1, 1998. For MAT orders that have shipped prior to May 1, 1998, please contact your CTS group for assistance. (Reference BV74528)

Release 23 ESN Data Base Conversion Issue

The Electronic Switched Network (ESN) is a private communications network feature intended for use by business customers with distributed operating locations. The dialing plans offered with ESN are Coordinated Dialing Plan (CDP), Uniform Dialing Plan (UDP) and Flexible Numbering Plan (FNP).

Recently a data base problem within the ESN Data (Overlay 90) was discovered on a single customer network after upgrading to X11 Release 23.19 from X11 Release 21 or 22.

Although this problem has not been reported on Option 11C, it is applicable.

Note: New system shipments equipped with X11 Release 23 are not affected by the ESN data base problem.

The data base problem within the ESN Data Block will exist if the following conditions are met:

- Conversion from X11 Release 21 or 22 software to X11 Release 23 is complete.
- The NPA, NXX or SPN must share the same RLI number with the same ITEI number and the SDRR set to "NONE".

ITEI	SDRR	Patch Required
NO	NO	NONE
NO	YES	NONE
YES	NO	MPLR10566
YES	YES	NONE

Note: At this point the data base problem exists however there is no indication of a problem.

- An NPA, NXX or SPN is changed or removed from Overlay 90 which uses the above configuration. If the above conditions are met the problem will become apparent. The data base problem will not allow the user to dial outside the Meridian 1.

Note: For large systems, a parallel reload or reload is required with a data base which has not been changed followed by the insertion of patch **MPLR10566**. Option 11C would require a reload followed by the insertion of the same patch.

Adding new NPAs, NXXs or SPNs will **NOT** cause the data base problem.

A patch is available to correct this problem (see Nortel Recommendation), however if you do not use the Incoming Trunk Exclusion Index (ITEI) field do not call the CTS organizations for the patch since the problem will not be encountered.

The following example will illustrate an ESN NPA data base where the problem might surface should the customer attempt to out or change the NPA. Please note, the ***BOLD*** print defines the configuration which causes the problem. This example also applies to NXXs and SPNs.

NPA 1213
RLI 2
SDRR NONE
ITEI 2

NPA 1408
RLI *1*
SDRR *NONE*
ITEI *1*

NPA 1510
RLI *1*
SDRR *NONE*
ITEI *1*

NPA 1707
RLI 4
SDRR NONE
ITEI 2

NPA 1713
RLI *1*
SDRR *NONE*
ITEI *1*

NPA 1916
RLI 2
SDRR NONE
ITEI NONE

In the example, the problem will become apparent when the customer removes or changes either NPA **408, 510 or 713** because all three NPAs share the same RLI, ITEI in addition the SDRR is set to NONE. Once NPA 408, 510 or 713 is removed or changed (any change within the NPA, NXX or SPN), the other two will be removed from the data base.

If this problem happens, **no** calls can be made if the other two NPAs are dialed. The customer can add back the NPA which was removed but CAN NOT add back the other two NPAs in Overlay 90. The balance of the NPAs in the example are NOT effected and call processing will proceed normally as the above mentioned conditions do not apply.

The problem will occur only on a per customer (0-99) basis as the ESN data base is applicable on a per customer basis.

A system reload at this point can be done to restore the data only if a data dump has not been performed.

As stated, the data base problem also exists with NXXs and SPNs sharing the same data (RLI/ITEI/SDRR). However, the removal of the NPA as described above will not affect the NXX or SPN data. The problem will only surface within it's own data block. A change to an NXX will affect NXXs and a change to an SPN will affect SPNs when the above conditions are met.

The printing of the NPA, NXX and SPN will also show the data base problem as shown in the following examples:

1. Printing of the NPAs from overlay 90 before any service changes.

```
>ld 90

ESN000

MEM AVAIL: (U/P) : 10376421    USED : 338714        TOT: 10715135
DISK SPACE NEEDED: 126 KBYTES
2MB BACKUP DISKETTE (S) NEEDED: 1 (PROJECTED)
4MB BACKUP DISKETTE (S) NEEDED: 1 (PROJECTED)

REQ   prt
CUST  0
FEAT  net
TRAN  ac2
TYPE  npa
NPA   <cr>

NPA 1213
RLI  2
SDRR NONE
ITEI 2

NPA 1408
RLI  1
SDRR NONE
```

ITEI *1*

NPA 1510
RLI *1*
SDRR *NONE*
ITEI *1*

NPA 1707
RLI 4
SDRR NONE
ITEI 2

NPA 1713
RLI *1*
SDRR *NONE*
ITEI *1*

NPA 1916
RLI 2
SDRR NONE
ITEI NONE

2. This example illustrates a service change to remove one NPA from the data base. Doing this will cause the problem as noted below.

>ld 90

ESN000

MEM AVAIL: (U/P) : 10376421 USED : 338714 TOT: 10715135
DISK SPACE NEEDED: 126 KBYTES
2MB BACKUP DISKETTE (S) NEEDED: 1 (PROJECTED)
4MB BACKUP DISKETTE (S) NEEDED: 1 (PROJECTED)

REQ out
CUST 0
FEAT net
TRAN ac2
TYPE npa

NPA 1510
NPA <cr>
.....

3. Following step 2, printing of the NPAs may show the problem.

```
>ld 90

ESN000

MEM AVAIL: (U/P) : 10376421    USED : 338714        TOT: 10715135
DISK SPACE NEEDED: 126 KBYTES
2MB BACKUP DISKETTE (S) NEEDED: 1 (PROJECTED)
4MB BACKUP DISKETTE (S) NEEDED: 1 (PROJECTED)

REQ   prt
CUST  0
FEAT  net
TRAN  ac2
TYPE  npa

NPA   <cr>

NPA 1213
RLI  2
SDRR  NONE
ITEI  2

ESN097
```

Note: ESN097 = SDR information is corrupted.

In this example, NPA 213 will be the only NPA printed since NPA 408 was removed (by the problem) from the ESN data base after NPA 510 was removed manually from Overlay 90. The ESN097 message will be output to the TTY at the point where the first data base problem is recognized by the system and thus printing within the overlay ceases (in this case the Meridian 1 recognized NPA 408 as first NPA encountering the problem). At this point no calls may be made to NPAs 408, 510 or 713.

However if the customer individually prints NPA 707 as well as any other NPAs not affected by the problem, the output will be displayed to the TTY correctly (see item 4). Please note that NPA 510 can be added back into the data base but not NPAs 408 or 713. Calls can be made to NPA 510 after it is added back into the data base.

The NXX or SPN data base will similarly print to the point where the problem is encountered then the **ESN097** error code is output.

4. Printing of a specific NPA which did not share the same data as the others and therefore remains a valid NPA.

```
>ld 90

ESN000

MEM AVAIL: (U/P) : 10376421    USED : 338714        TOT: 10715135
DISK SPACE NEEDED: 126 KBYTES
2MB BACKUP DISKETTE (S) NEEDED: 1 (PROJECTED)
4MB BACKUP DISKETTE (S) NEEDED: 1 (PROJECTED)

REQ   prt
CUST  0
FEAT  net
TRAN  ac2
TYPE  npa

NPA   1707 <cr>

NPA 1707
RLI  4
SDRR  NONE
ITEI  2
```

NORTEL RECOMMENDATION:

New system shipments with X11 Release 23 are not affected by the ESN Data Block database problem since no conversion will occur.

Until appropriate measures have been taken, Nortel recommends that customers currently using X11 Release 23.18 / 23.19 refrain from removing or changing the NPA, NXX or SPN data blocks. Removing or changing them will cause problems in dialing specific numbering plans if all three conditions are met as outlined on page 1.

LARGE SYSTEMS:

For customers which have in their possession X11 Release 23.19 but have not performed the upgrade from X11 Release 21 or 22, Nortel recommends as a preventative measure:

a) Inserting a conversion patch, **MPLR10557** before upgrading or:

b) Order X11 Release 23.37 software.

X11 Release 23.37 contains the fix for the ESN data base problem. There will be no charge to the customer should they choose to return the unloaded X11 Release 23.19 software for the X11 Release 23.37 software.

Upgrading to X11 Release 23.37 from X11 Release 23. 19 will not solve the data base problem since the potential for the problem already exists on X11 Release 23.19. X11 Release 23.37 will only correct the corruption problem if upgrading from a X11 software releases prior to X11 Release 23.

For customers already on X11 Release 23.19 who are not planning to upgrade, a software patch is available to correct the problem. The software patch number is **MPLR10566**. The customer can choose to upgrade to X11 Release 23.37 with no data base problem.

If a customer experiences this problem, it is Nortel's recommendation as a work around to parallel reload or reload the Meridian 1 with the X11 Release 23.19 with the problem free data base (no changes or removals of NPAs, NXXs or SPNs saved to floppy) and then insert patch **MPLR10566**.

Option 11C

Customers running X11 Release 23.18 or X11 Release 23.35, Product Issue 07 or earlier, may contact CTS for patch **MPLR10566** to correct the problem.

Product Issue may be determined by locating the label with the product code (i.e. NTSK11AG, NTSK11BG, NTSK12AG, or NTSK12BG) on either the software box, the software daughterboard, or the PCMCIA card. The Product Issue is the two digit number immediately following the product code.

Customers running Release 22 or earlier and wishing to upgrade to X11 Release 23.18, or 23.35, Product Issue 07 or earlier, should contact CTS for the preventative patch, **MPLR10557**, before performing the upgrade.

X11 Release 23.35 Product Issue 08 will contain the patch **MPLR10557** as a manufacture installed patch. This will be available for shipments on or around June 8, 1998. Release 23.35 Product Issue 08 will be available on the Internet for those customers with registered access on June 1, 1998.

Glossary

ESN - Electronic Switched Network
ITEI - Incoming Trunk Exclusion Index
NPA - Numbering Plan Area
NXX - Central Office Code
RLI - Route List Index
SDRR - Supplemental Digit Restriction and Recognition

SPN - Special Number

For any of the patches discussed in the above advisement, please contact your CTS organization. For additional information about this problem, please refer to Product Bulletin 98027.

Trunk Route Optimization

In a certain call scenario, the Trunk Route Optimization (TRO) Before Answer feature will provide reorder tone to a caller on Meridian 1 systems configured with X11 Release 22 and X11 Release 23 within a private network (BV77354).

The problem has occurred when an originator, switch A (X11 Release 23) calls a set on switch C (X11 Release 23). The call tandems through switch B (X11 Release 22) to get to switch C. The set on switch C is Call Forward No Answer back to switch B. TRO is enabled on all ISDN routes within the call scenario.

In the above scenario, once the TRO feature optimizes the B-channels between switch B and C, the originator on switch A receives reorder tone (fast busy).

A successful TRO function will optimize the trunks between switch B and switch C and the originator on switch A will be connected to the set on switch B.

Note: Not all networks in the above configuration will have this problem.

Workaround

Should this problem occur within your network, the current workaround is to disable TRO on the ISDN routes experiencing the call disconnects. If package 312 (Trunk Anti-Tromboning) is present in software and enabled on the D-Channels, the optimization of the B-Channel trunks will occur after answer.

If the TAT feature is not present in the software, TRO should be disabled in order to prevent this problem from occurring.

New Format Security Devices

New format security devices are enclosed with this software order. **These new security devices MUST be installed onto the IODU/C card(s) in your system prior to loading the new software and keycode provided with this order.**

WARNING: Keycode validation will fail unless the security devices provided with this order are installed onto the IODU/C card(s) in your system before you begin software installation.

Instructions for installing a replacement security device can be found in the IODU/C Reference Guide.

Nortel is providing these new security devices in response to numerous customer requests. Previously, there was no visible means of associating a security device with a keycode diskette. The new security devices provided with this order are engraved with a serial number (NT SDID) that you will also find printed on the keycode diskette label, and on the keycode acknowledgment form.

Security Device Administration
The NTSDID information can be displayed from the security device by performing the SDID command in overlay 137.

Keycode Administration
To ensure that there is a match between the security device and the keycode, the NT SDID(s) for which a keycode was made can be displayed either in the Install Tools Menu, or by performing the KSHO command in Overlay 143.

Affected Systems
The new security device format is being introduce in X11 Release 23.37 and later software. New security devices are being provided to IODU/C based systems upgrading from X11 Release 23.30 (or earlier) to X11 Release 23.37 (or later up-issues of Release 23).

The introduction of the new security device format is a one time change. Once your system has been configured with the new security devices, it will continue to use the same devices for future software up-issues.

IODU/C Security Device Id Number

Release 23.37 and later up-issues introduces revised security device identification processes for security devices used on IODU/C (NT5D61). Commencing in Release 23.37, the Security Device ID number (SDID) is the 8 character alphanumeric which is engraved on the security devices; previously the SDID was an internal 16 character alphanumeric which was available only through Overlay or Installer Command Query.

The implementation of the revised SDID number has required changes in the Installer and the Distributor Keycode Application (DKA). With Release 23.37, the following are required:

- Installers (3 disk set) - Version 4.0

- Distributor Keycode Application - Version 2.03
- Database Transfer (3 disk set) - Version 1.0

Additional Changes implemented in X11 Release 23.37 and later:

- Where SDID information is available within the keycode (commencing Release 23.37), SDID information is available on keycode content commands within Overlay 143.
- Print capability has been provided for the keycode content command within the Distributor Keycode Application. This command provides the keycode itself (for manual input, if required) as well as the option codes supported by the keycode.
- The Distributor Keycode Application has implemented support of Microsoft Dial-Up Networking. It is necessary that the Dial-Up networking connection be available prior to DKA session.

Note: The revised IODU/C Reference Guide and DKA version 2.03 are available on the web (NIC). This information is under IODU/C (NT5D61) in the subdirectory "Soak Trial Product".

Software Conversion Procedures

When attempting to do a X11 software upgrade, the upgrade attempt will occasionally fail due to improper disk integrity of data structures.

This problem is applicable to all software upgrades to Release 21, 22, or 23 when upgrading from Release 23.30 and lower.

It is applicable to all commercial processors (i.e., OPT 51C, 61C, 81, 81C), single and dual CPU systems. However, it is not applicable to the OPT11C and the non-commercial CPU systems.

WORKAROUND
In reference to: NTP 553-2001-320 Software Conversion Procedures (Standard 18.00), dated October 1997, pages 328 of 384, perform the following:

Existing Procedure (Overlay 137):
To ensure that hard disks are synchronized (applicable for redundant systems), issue the following commands in Overlay 137:

Prompt	Status
STAT	get the status of the hard disk(s)

and if necessary

SYNC	synchronize hard disks

New additional procedure:
Ensure integrity of hard and floppy drives by executing the command in Overlay 137:

Prompt	Status
TEST CMDU	checks and corrects disk integrity of data structures

Note:
Failure to do the TEST CMDU as part of the software upgrade procedure may result in a software upgrade failure.

Options 51C/61C/81/81C

All of the above systems require hard disks. These systems will not support sysload from diskettes, only from hard drives.

Memory and Mass Storage Requirements

Hard Disks with a minimum capacity of 121 Mbytes are required for all systems. Unattended Sysload is not supported from floppy diskettes, only from hard disks.

Conversion

All supported systems in North America upgrading to Release 23 *MUST* be operating on Release 21 or Release 22 software prior to converting to Release 23. Refer to the Software Conversion NTP (553-2001-320) for information on how to upgrade an existing software to Release 23.

When upgrading to release 23, an SRPT4621 message will be displayed. This message complains that the system could not find the backup files as the result of the introduction of the IODU/C feature in release 23. Since this is the first time the system is installed with release 23, there are no backup files and the message should be disregarded.

CAUTION

Please read the Software Conversion NTP thoroughly before performing any software conversions. All conversion procedures should be strictly followed step-by-step.

To avoid static discharge, wear a properly connected anti-static wrist strap when working on the Meridian 1 equipment.

Upgrades

While in the process of upgrading the off-line CPU, that CPU may go into a continuous reloading loop. Should this situation occurs, the procedure to follow is:

1. Pull the CPU board out of the system completely.
2. Put the CPU board back in the system.

****** DO NOT PRESS THE MANUAL RESET BUTTON ******

3. Let the board come up by itself!

Data Input Forms

The Data Input Forms for North American large systems are available. The purchase order number for the Data Input Forms is: **PO875113**.

System Enhancements

The following enhancements are specific to Release 23.37 and later software.

Calling Party Privacy Enhancement (CPPE)

The Calling Party Privacy Enhancement (CPPE) feature allows the Meridian 1 to comply with the FCC ruling by providing an option to ignore the CPP Indicator for 800, 888, 900 and 911 call types. The CPPE feature will provide a new route option to honor or ignore the Calling Privacy Indicator on an incoming call received from the North America public ISDN PRI network. If the route option is set to ignore, then the CLID and CPND Indicators are changed from restricted/denied to allowed. However, if the option is set to honor, then the CLID and CPND Indicators are not changed.

The Calling Party Privacy Enhancement feature is packaged under the existing CPP (#301) package.

Enhanced functionality:

CPPE has been expanded to support Privacy Indicator Ignored (PII) for TIE routes. The PII prompt will now be offered for TIE routes in overlay 16.

Prompt	Response	Description
PII	*Yes, (No)*	*Privacy Indicator ignored (honored)* *YES mean CPP Indicator is changed from denied/restricted to allowed* *NO means CPP Indicator functionality is maintained*

Reference: BV71799

System INI 000C Enhancements (SICE)

This enhancement is intended to improve the current INI 000C (software queue corruption) Recovery routines, known in the software as SICE Recovery. Through changes in the code, we have increased the number of queue corruption scenarios that are recoverable, thereby reducing the likelihood of INI 000C occurrences, and improving overall system stability and quality.

As a result of these changes, customers who previously experienced system initializations (INI) with 000C fault codes now are more likely to witness RCV messages instead. The format of these messages is similar to BUG messages, and will appear of the maintenance TTY as follows:

RCV00n aaaaaaaa aaaaaaaa aaaaaaaa aaaaaaaa aaaaaaaa aaaaaaaa

RCV00n + aaaaaaaa aaaaaaaa aaaaaaaa aaaaaaaa aaaaaaaa aaaaaaaa

RCV00n : dddddddd dddddddd dddddddd dddddddd

where RCV00n is one of:

- RCV000 - An invalid queue block type was found. The auto-recovery mechanism has taken appropriate action to avert INI000 000C.
- RCV001 - Invalid queue information was found. The auto-recovery mechanism has taken appropriate action to avert INI000 000C.
- RCV002 - A broken queue problem was detected. The auto-recovery mechanism has taken appropriate action to avert INI000 000C.
- RCV003 - Invalid information was found in the queue header block. The auto-recovery mechanism has taken appropriate action to avert INI000 000C.

the 'aaaaaaaa' values represent M1 software return-address stack data and the 'dddddddd' values represent data such as call register addresses relevant to the current recovery operation. To the customer, these messages are important in alerting them to the fact that an INI 000C was averted, that a serious system resource corruption is occurring, and that they should contact their distributor or technical support team immediately to begin an investigation. The detailed contents of the messages will be of value to the Nortel support engineer assigned to analyze the problem.

THIS IS THE LAST PAGE OF THIS DOCUMENT

NORTEL NETWORKS

Product PEP Dependency Lists ON MPL

User Guide

Issue 2.0 July 2003

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1.0 ABOUT THIS GUIDE

1.1 INTRODUCTION

Product PEP Dependency Lists is a web-based tool accessible via the Meridian PEP Library (MPL). The database is menu driven and is accompanied by an on-line help facility. The X11/X21 Dependency Lists have the following objectives:

- Identify the PEP (Product Enhancement Package or patch) inter-dependencies between specific Releases of X11/X21 software and specific versions of Applications or Feature Groups
- Provide distributors with a "single-point-of-contact" method to learn of PEPs they may need *and* to access/download those same PEPs

The Dependency Lists provide a "one-stop", "single-point" location for a customer to find, and *retrieve* the latest PEPs that apply to their Application software (Symposium, CallPilot), or specific X11/X21 features. Distributors can choose from:

- All the Recommended PEPs
- Only the specific PEPs their customer requires

1.2 THIS GUIDE

This User Guide is intended to advise the user on the various features and functions of the Dependency List tool. A thorough reading of the Guide will help the user obtain maximum benefit from, and efficient usage of, the Dependency Lists. The Quick Reference Card (QRC), found in Appendix A, can be used to answer many questions the user may have.

The Guide assumes that all users have completed the training necessary and are proficient with using the Meridian PEP Library (MPL). If there are any technical concerns, please consult the following MPL websites:

- https://www43.nortelnetworks.com/MPL or
- https://www21.nortelnetworks.com/MPL

1.3 DOWNLOADING INSTRUCTIONS FOR STORAGE ONTO YOUR PC

This User Guide is a Microsoft Word document. When accessing the User Guide from MPL, just click on the "Dependency List User Guide" link on the left hand side of the page. The document will then pop up in a Microsoft Word window. It can now be saved onto a PC or printed for hardcopy purposes.

2.0 ACCESSING THE DEPENDENCY LISTS

The North America website address for WebMPL access is:
https://www43.nortelnetworks.com/MPL

The Europe website address for WebMPL access is:
https://www21.nortelnetworks.com/MPL

Access to the Meridian PEP Library requires a Distributor account and a password.

Once in the Distributor client, click on the following:

- Under the heading "PEP Dependency Tools" click on "Product PEP Dependency Lists".
- Select the Required Release – Generic, Release and Issue
  - For example – Generic X11
    Release 25
    Issue 40B
- Select the List
  - For example - Core
- Select Machine type
  - For example – CP4

- A Table of the available DepLists for the chosen criteria will be presented.

- Choose desired List and click "View" to see its contents.

A page for the requested Dependency List is now presented. The DepList PEPs are detailed in a Table under "Dependency List Contents". Each PEP has a direct Link to the downloadable file stored in the WebMPL database.

3.0 DEPENDENCY LIST PAGE CONTENT

3.1 GENERAL INFORMATION

Each individual DepList page contains the following information:

- "List Created On" – This is the date the specific Dependency List was created
- "Last Updated On" – This is the date of the latest revision to the specific Dependency List
- "View List Update History" – this is Log of changes to the List. It lists what specific PEPs have been added or updated. This information is listed by date of occurrence.
- "View Information on PEP Merges" – this details PEPs which have been merged due to a conflict between the PEP code. When this occurs, the individual PEPs are removed from their respective List(s). The new Merged PEP is typically put into the CORE List. (See section 4.2, "Information on PEP Merges", for further information)

In addition, most DepList pages contain "Dependency List Pak Details". If a DepList Pak exists for this specific Dependency List, this area will include the following information:

  - "DepList Pak ID"
  - "Last Updated" date
  - The DepList Pak downloadable file(s)

Please see Section 4.3, "DepList Pak Description", for further information.

The Dependency List Contents table contains the following:

- Total Number of PEPs included in the Lists
- PEP ID (MPLR number) for each PEP
- PEP Title
- Machine type and Release to which this particular PEP file applies
- "Included in DepList Pak" (Yes/No) - see Section 4.4 for further information
- "Add to Zip File" – checkbox – see Section 4.5 for further information

3.2 PRINT LISTS

Although all PEP information is available online, some distributors may find it useful to have this information in a hardcopy form. A distributor may log on to MPL, just to see what PEPs are needed for their system. It can be convenient to print out the Dependency Lists table to have a reference list of the PEPs. To print out the Dependency List, just click on the 'Print List' button found on each DepList page. The Dependency List page currently being viewed will print.

3.3 DEPENDENCY LIST NOTICES

Some Dependency Lists may carry special banner notices to advise users of specific conditions regarding the list – such as retirement of the product to which the list pertains, or a reminder of potential conflicts with Manufactured PEPs on Option 11C or Succession CSE 1000 software. If there are any questions, MPL support should be contacted.

4.0 DEPENDENCY LIST FEATURES

4.1 RECOMMENDED versus SCENARIO PEPs (Application products only)

Prior to 2003, the Applications DepLists contained Recommended PEPs, as well as additional "scenario" PEPs. Scenario based PEPs were removed in favour of DepList Paks that are globally applicable to all systems. These lists now contain only Recommended PEPs. Also, the corresponding DepLists Pak will now contain all the PEPs in the Dependency List.

4.2 INFORMATION ON PEP MERGES

Nortel Networks tests all DepList PEPs to ensure all could be loaded together if required. If this testing discovers any conflicts between PEPs, these PEPs are merged together to eliminate the conflict situation. When the merge has been completed, the details of the merge are noted in a section called "Information on PEP merges". These Merge Notes are common across all Dependency Lists and can be accessed from within each. When accessing this section, a new window will open containing:

- A list of PEPs that have been merged together
- The date of the merge
- The source Lists of the PEPs that were merged
- The DepList where the resulting merged PEP is found

When PEPs from the same source list are merged together, the new PEP remains within the same list. However, when PEPs from different lists are merged together, the new merged PEP can only be found in the CORE list. The original PEPs are then removed from their respective source lists. If the user only requires one of the original PEPs, and not the merged PEP, they can choose to retrieve it from the MPL database.
NOTE – when using the CORE DepList Pak, all the merged PEPs in the CORE List are included. Please refer to Sections 4.3 and 4.4 to understand this issue more fully.

4.3 DEPLIST PAK DESCRIPTION

The DepList Pak is a merged version of all the *Recommended* PEPs in the DepList. It allows for the download of a "single" PEP, rather than several individual PEPs. This helps to reduce PEP handle usage. In addition, since it allows a single download operation, it can reduce the time required to install the DepList PEPs.

NOTE – if a specific DepList contains a merged PEP, it will be included in the DepList Pak.

4.4 INCLUDED IN DEPLIST PAKS

It is recognized that installation of the DepList PEPs can be quite time-consuming due to the numbers of PEPs a customer may want. To help facilitate the download and installation of DepLists, optional DepList Paks are available. Each DepList Pak is a merge of all the Recommended PEPs in the specific Dependency List. When an individual PEP has been incorporated into a DepList Pak, the PEP will have a 'YES' in the "Included in DepList Pak" section in the Content table.

This feature allows the user to download all the PEPs they require in a fraction of time. Since several PEPs are merged into one PEP ID, patch handle usage is also reduced.

Note that DepList Paks do not allow the user to choose the specific PEPs they desire. If using this feature, the user will be installing all the Recommended PEPs included in the DepList. For example - if the user only wants five out of six PEPs listed in a DepList, they need to be downloaded individually. If the six PEPs are identified as included in the DepList Pak, then use of the Pak will result in the installation of all six PEPs. It is not possible to turn off the function of any PEP that has been merged into a Pak.

Please see the following section for an alternative to DepList Pak usage.

4.5 CREATE AND DOWNLOAD A ZIP FILE CONTAINING MULTIPLE PEP FILES

For customers who do not wish to use the DepList Paks, or for installing new individual PEPs between Pak up-issues, there is a file zipping tool available to each DepList. This feature allows the distributor to download all the PEPs they require all at once instead of individually. This will make downloading PEPs much easier and less time consuming, while still enabling the user to have a choice of which specific PEPs to download.

Please refer to the 'PEP Download Instructions' link from any individual DepList page for instructions on how to use this feature.

4.6 DEPLIST DOWNLOAD and AUTOMATED PEP INSTALLATION

This was developed as a prototype facility as per N.A.Distributors Requirement. This facility will be enhanced and fully integrated on future releases. In its current form, it will be best used for new installations and software upgrades.
The User must be aware that the current Algorithm for automated PEP Installation is extremely simple as it outs PEPs currently installed on the system and installs those being delivered by this facility.

There are two parts:

- PEP Selection and Download on the Meridian PEP Library. This will allow the user to select PEP Dependency Lists and download them as a Zipped Package.
- PEP Install on the switch . Currently the User must transfer the content of the Zipped Package to a Floppy Disk or a PCMCIA. This must be inserted on the respective system which can install the PEPs automatically by use of Overlay 143 on large systems, or from PDT on small systems.

When this facility is used on a New Installations or Upgrades with PEP Dependency Lists downloaded as a Zipped Package, there should be no PEP conflicts. However, conflicts are possible if the User chooses to add additional PEPs, from outside the DepLists, to the Package.

Please see Appendix B & C for more detailed information.

5.0 DEPENDENCY LIST USAGE OPTIMIZATION

5.1 CORE LIST

All customers are expected to review and install the PEPs from the Core DepList. These PEPs are considered critical for system functionality and are expected to be needed by most sites. The only exception is for specific Merged PEPs that have been put into the CORE List. For more information, please refer to Section 4.2 "Information on PEP Merges".

5.2 GENERAL INFORMATION

Dependency Lists contain the basic background information to enable the user to easily identify what Dependency List PEPs may be needed for their system. Sources and explanations for this information are listed below:

- *LIST CREATED ON* => This is the date the specific Dependency List was created. This information will prove to be quite useful to a frequent user. It will help the user identify when this list was created. If this list has been created after their last visit, then it would be feasible to look at this new list.

- *LAST UPDATED ON* => This is the date of the latest revision to the specific Dependency List. This information will prove to be quite useful to a frequent user. It will help identify when this list was last updated. If this list has been last updated after their last visit, then it would be feasible to review these new updates.

- *LIST UPDATE HISTORY* => This new window contains the history of the previous updates since the last DepList was created. The History is updated any time a change is made to the DepList content – usually co-incident with the monthly up-issue. This is used to provide the distributor with details of changes between up-issues.

  For example: A user downloads all Terminal DepList PEPs one month. The following month, the user revisits the Terminal DepList and notices the 'Last Updated On' date has changed. The user now knows new content has been added to the List. However, she does not want to reload the entire list. She simply wants to get whatever new PEPs were added. The user can accomplish this task by reviewing the List Update History. By matching the 'Last Updated on' date with the date(s) in the 'List History Notes', the user will see exactly what new content was added to the List. Then she simply needs to download those specific PEPs from the Content Table.

5.3 UPDATE CAUTIONS WHEN USING DEPLIST PAKS

As noted previously, the DepList Paks are a merged PEP of all the Recommended PEPs in a DepList. This means that the Pak will conflict with any of those same individual PEPs if they are installed on the same system.

When installing a DepList Pak for the first time, the user must review the PEPs already installed on the system. Ensure all the individual PEPs that match the content of the Pak have been removed from the system prior to installing the Pak.

In addition, when installing an updated version of the DepList Pak at a later date, the earlier version of the Pak must be removed first. PLUS – any additional individual PEPs added to the system, between up-issues of the Pak, must be reviewed to see if they are included in the new Pak. If so, they must be removed prior to installing the updated Pak.

5.4 CAUTIONS FOR SITES WITH MANUFACTURER DELIVERED CUSTOMER SOLUTIONS (MDCS) OR OPTION 11C MANUFACTURED PEPs INSTALLED

Since any PEP identified for MDCS (Manufactured Delivered Customer Solutions) inclusion or Option 11C /Succession CSE 1000 Manufactured PEPs is considered critical, all are usually also included in an appropriate X11 PEP Dependency List. As noted in the previous section, this can lead to PEP conflicts if some simple checks are not made before installing the DepList PEPs or Paks.

Option 11C Manufactured PEPs come pre-installed into the Option 11C software. While they can be turned off, this is not normally done. Conversely, MDCS PEPs must be physically installed. The files are delivered via diskette or can be downloaded from Nortel Network's Customer Support Software downloads websitesite or MPL. When the MDCS file is installed, it turns off all pre-existing patches in the system.

When using Dependency Lists, the user must check the installed system PEPs against the DepList content. Then, either choose to download just the additional desired PEPs, or remove the pre-installed PEPs and download all the DepList PEPs or the DepList Pak (if available).

As a reminder - if an Option 11C DepList is selected, there is a banner notice at the top of the Dependency List page advising customers to check for pre-installed (manufactured) PEPs on Option 11C Systems before installing any Dependency List PEPs to avoid potential conflicts.

NOTE 1 – Due to different update timeframe between DepLists and Manufactured PEPs, it is possible that not all the Manufactured PEPs will be matched on a DepList at any one time.

NOTE 2 - MDCS disks are not applicable to Option 11C. They are only used in Caribbean Latin America (CALA), Asia-Pacific (AP), and North America (NorAm) regions.

NOTE 3 – As of August 1st, 2003, all Option 61C and 81C new systems (X11 Rls 25.40B) will be shipped with the PEP Dependency Paks already installed and software upgrades orders will receive the DepPaks on floppy disk replacing the MDCS disks. The issue of the DepList Paks provided to your new system and / or the diskette will be identified on the diskette label. Please note that it will be important to ensure you have the latest issue of the Dep Paks at the time of installation by comparing this issue with the issue shown on MPL website.
Please refer to the Product Bulletin (P-2003-0258-Global) published to the Partner Information Center (PIC).

6.0 SAMPLE WORKFLOW

Dependency Lists have many features to help a user maintain the PEP content on their switches. Several timesaving devices have been built-in to this tool.

Assuming the desired DepList PEPs have already been accessed and installed, these simple steps can help streamline the update process. These should be modified as suitable for the DepLists involved, as well as the customers' own processes.

Dependency List /Paks Updates:

- Currently the Dependency Lists/Paks are updated every other month and availability on the last day of the month issued. Instead of going through all the Dependency Lists PEPs again, here are few recommended steps to make reoccurring visits easier:

- Access the CORE List.

- Check the "Last Updated On" date. If the list has been updated since their last visit, then it would be feasible to look at the new updates.

- Click on the "List Update History" Link. This new window will provide history of the previous updates since the last DepList was created. It clearly shows what new PEPs were added to the List, as well as any that may have been removed.

- If any PEPs have been removed, the user should research the PEP via the regular MPL process and decide if they PEP is still desired for their system.

- Review the "View Information on PEP Merges" to see if any of the new CORE List content is a merged PEP. If so, decide if the merged PEP is wanted. Or if only one of the original PEPs is preferred.

- If one of the original PEPs is preferred, check the "List Update History" of that PEP's source DepList. This will indicate if the PEP was already on the List previously and has now been removed. In this case, the user may find they already installed the PEP on their system previously. However, if the conflicting PEP was a new addition this month, then it will likely not be mentioned in the History. In this case, the user must go through the regular MPL download process to get this PEP.

- Now, the user is ready to download the CORE DepList PEPs desired for their system.

- Access the CORE page and select the desired new PEPs. PEPs can be downloaded individually. Or, if there are several, the "Add to Zip File" checkbox can be used.

- Repeat these steps for any of the other DepLists on MPL.

APPENDIX A: QUICK REFERENCE CARD (QRC)

LIST CREATED ON
This is the date of when this specific Dependency List was created.

LAST UPDATED ON
This is the date of the latest revision to this Dependency List.

DEPLIST PAK ID
This is the MPLR number of the DepList Pak for this Dependency List. The DepList Pak is a merged PEP of the Recommended PEPs in a DepList.

LIST UPDATE HISTORY
A new window will now open. It contains the history of the previous updates since the DepList has been created. The History is updated any time a change is made to the DepList content – usually co-incident with the monthly up-issue. This could be best used to provide the distributor with details of changes between up-issues.

INFORMATION ON PEP MERGES
A new window will now open. It contains a list of PEPs that have been merged together to create a single, new PEP. A PEP is merged when it conflicts with another PEP. A new PEP is then created to resolve the problem. This window will also include the date of the merge, PEP numbers that have been merged, and their source DepLists.

CREATE AND DOWNLOAD A ZIP FILE CONTAINING MULTIPLE PEP FILES
This new feature allows the distributor to download all the PEPs they require all at once instead of individually. This will make downloading PEPs much easier and less time consuming. For instructions on how to use this feature please click the link below or refer to the 'PEP Download Instructions' window on the MPL website.

INCLUDED IN DEPLIST PAK
This PEP is a Recommended PEP and has been merged into the DepList Pak. If you are planning to download the DepList Pak, there is no need to download this individual PEP as well, since it is already included in the DepList Pak.

Appendix B DepList Selection and Download from MPL

PEPs Provided in the Selection Process

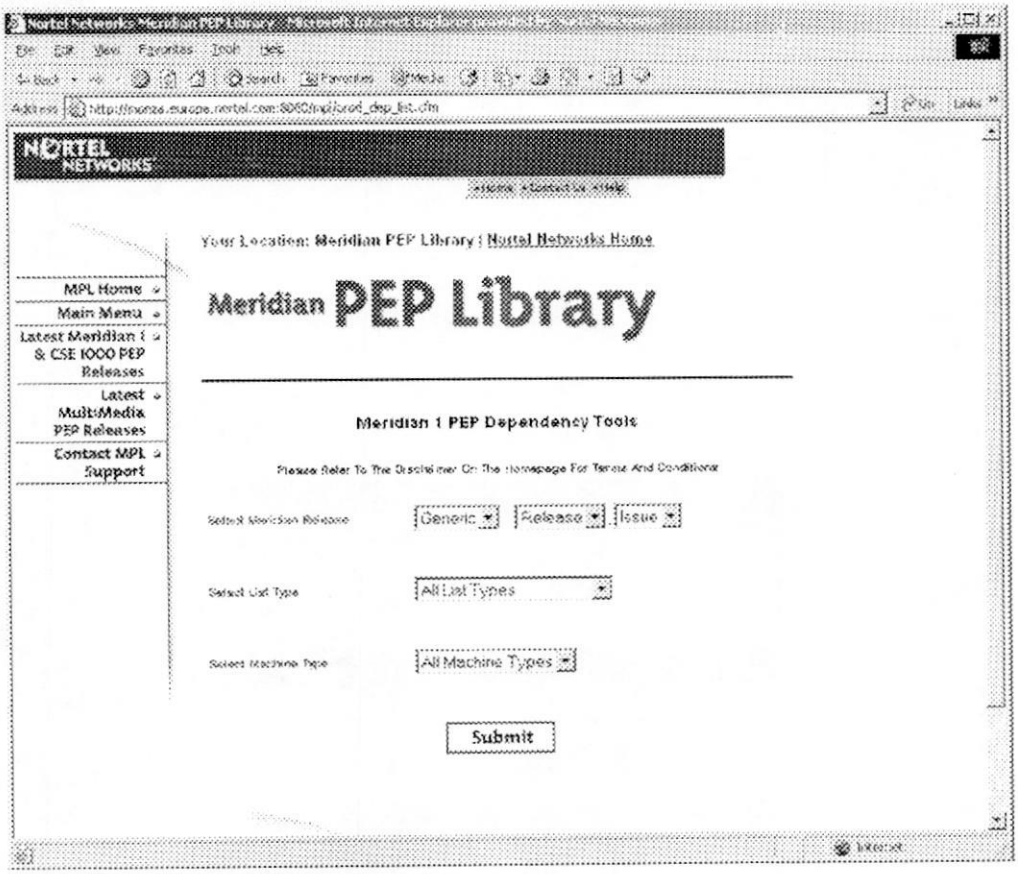
The current algorithm for PEP Selection and Download on MPL gives the User:

- The DepList Pak
- Any PEP on the DepList not in the DepList Pak.

Therefore the user can potentially Select and Download the entire content of the DepLists in a single Zipped file.

Selecting The Dependency List Release

Here the User can select:
Software Release
All List Types
Specific Machine Type

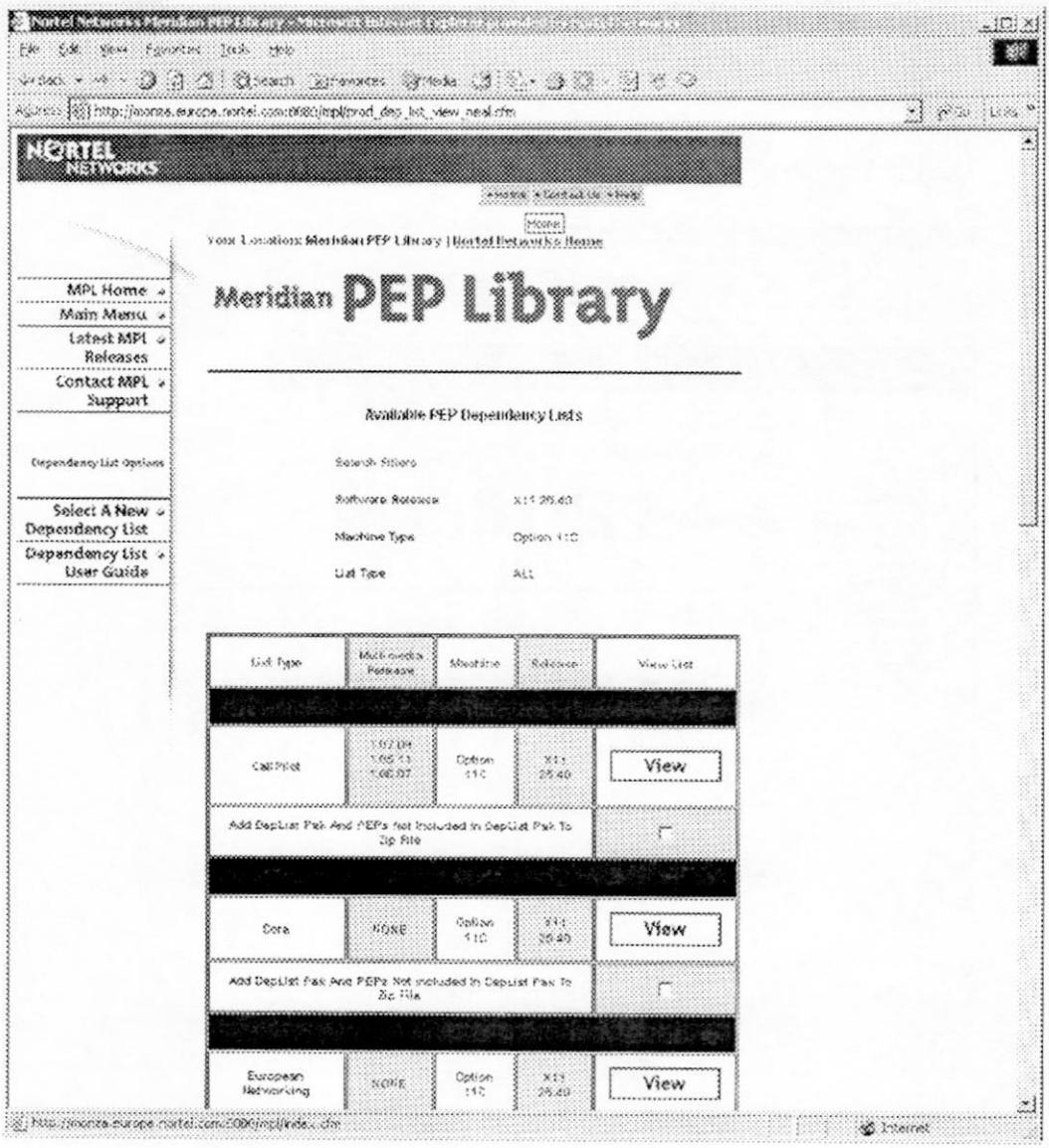


Selecting The Lists to be included in the Download

From the available PEP Dependency List screen one can use the View Button to View a given DepList for your chosen Software Release and Machine Type.

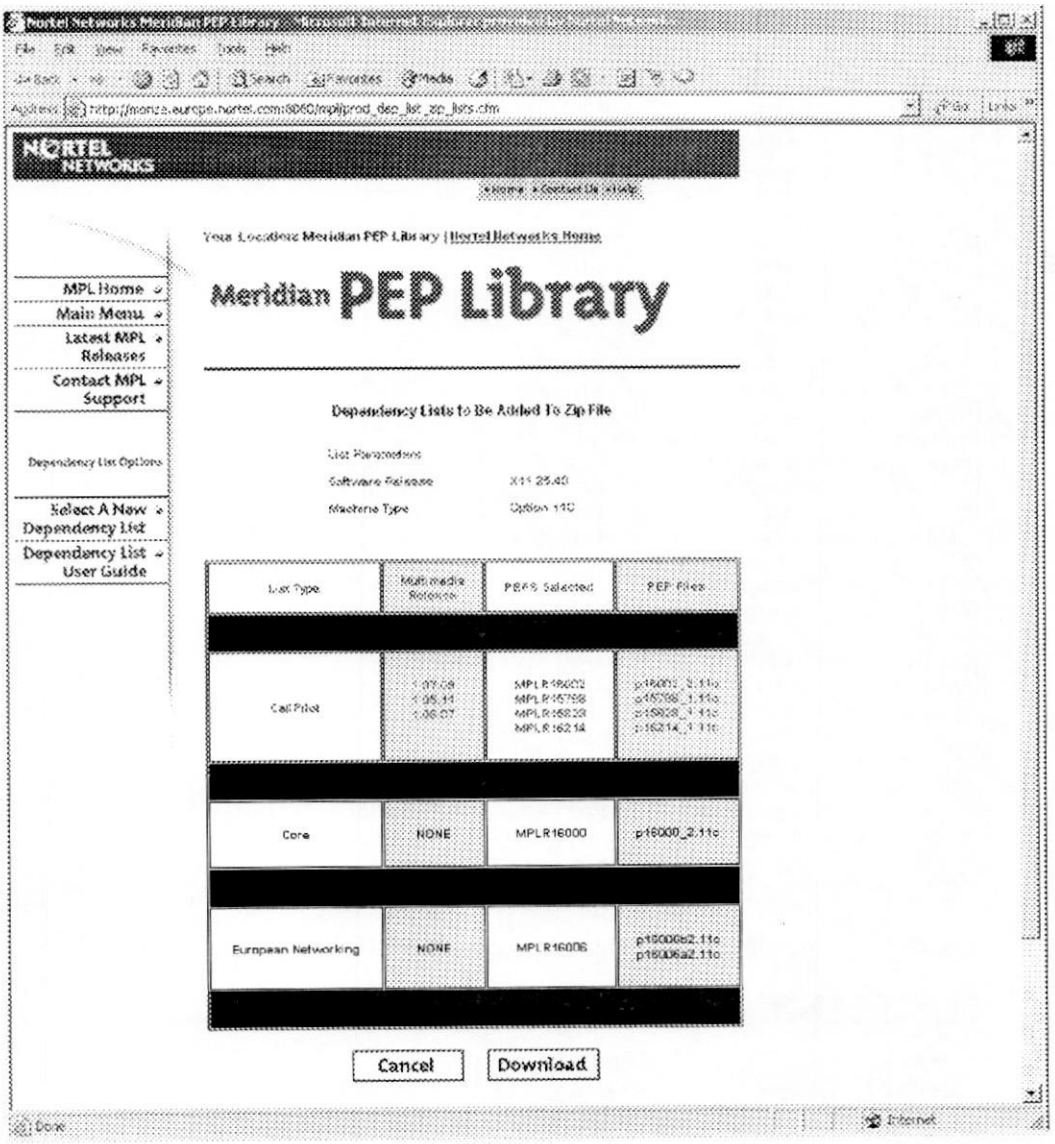
Each list has an Option which gives the User the ability to Download a Zip File containing:

- DepList Pak for the all selected DepLists
- DepList PEPs not on the DepList Pak for all the selected DepLists
- Files from a Reserved PEP on MPL which will include:
  - Object file to provide automated PEP install / un-install on the M1 system.
  - SWNAME file providing the Release and machine Type of the PEPs
  - README file providing information on PEP installation.



Downloading the Selected Lists

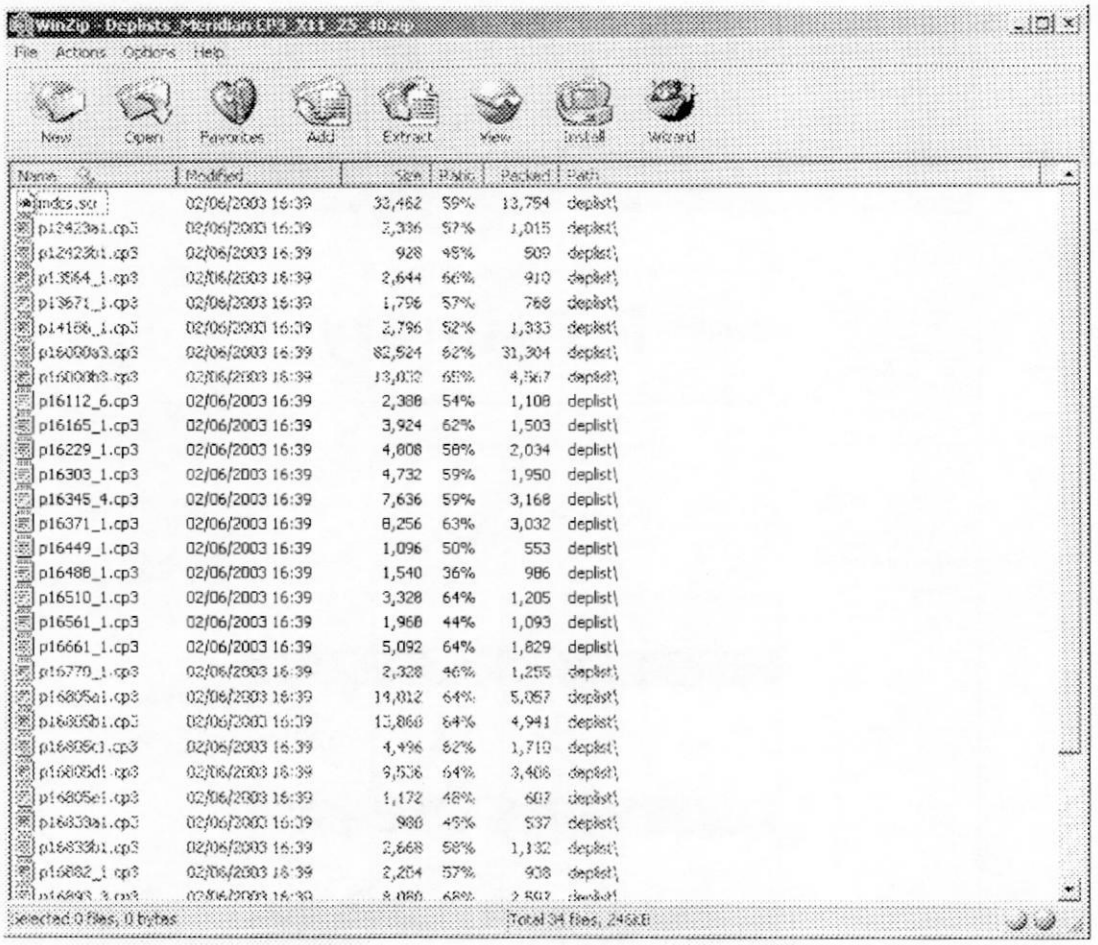
On this screen one can see the Lists selected for download. One could have selected everything and that is exactly what one would get. The User can now download from this screen.



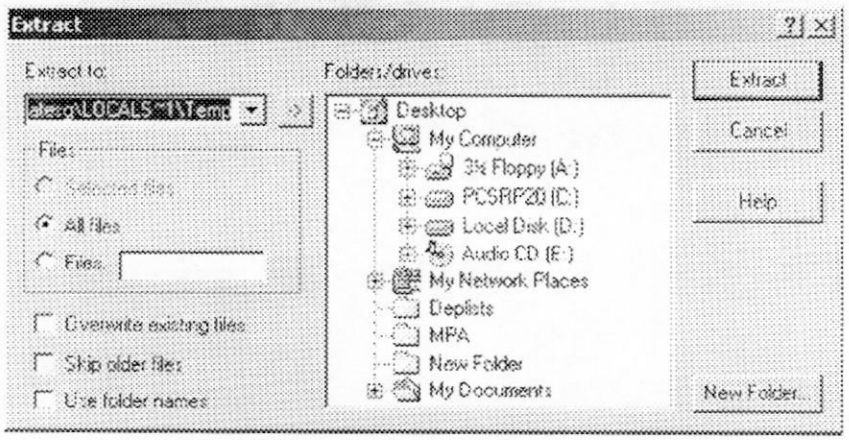
Appendix C DepList Installation

Preparing your Floppy (or PCMCIA)

First of all, open the Zip File to view the content as follows:

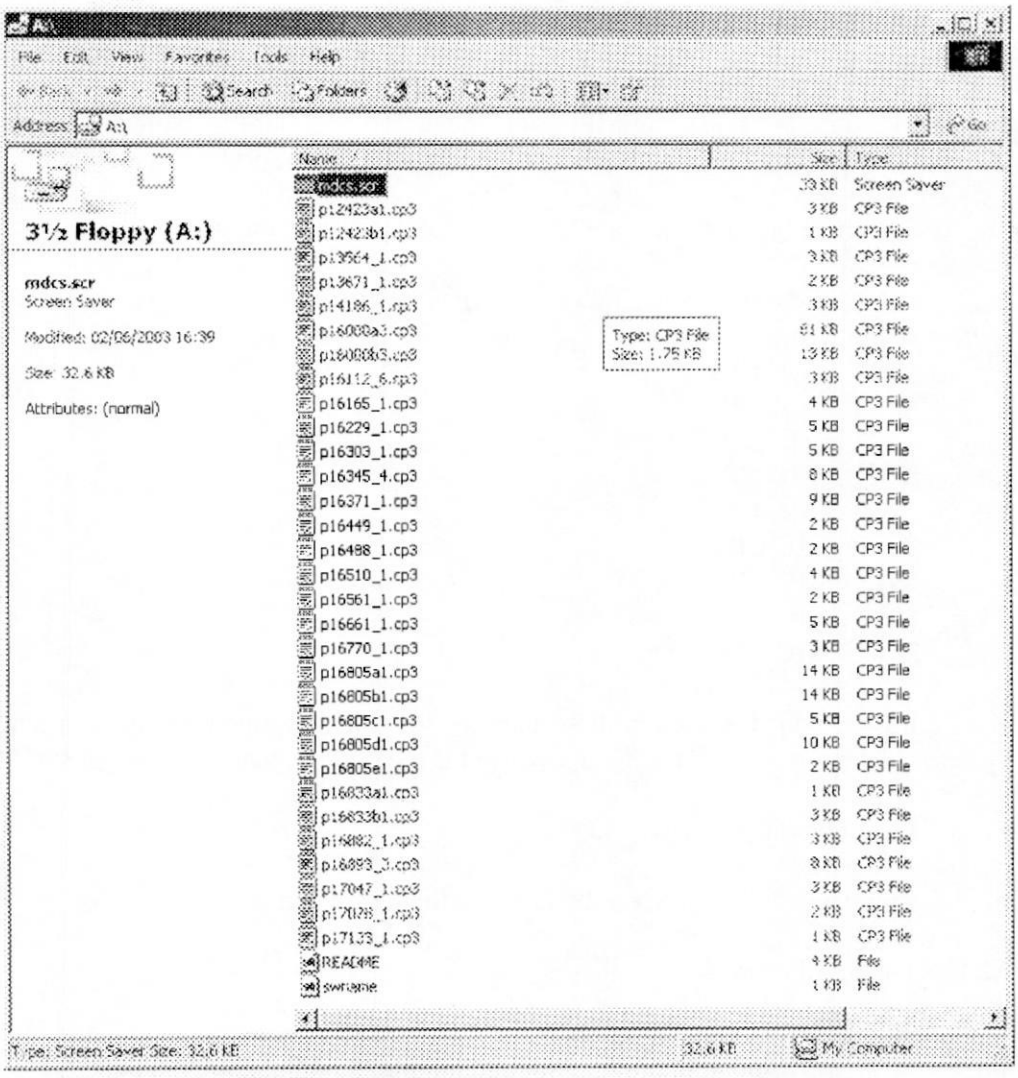


Select Extract from the above window to acquire the Extract Window as follows:



Select the 3 ½ Floppy (A:) and press the Extract Button.
Make sure that the *Use folder names* option is not selected, as we do not require any sub directory structure on the floppy disk.

The floppy with PEPs will then look as follows:



PEP Installation on Large Systems

Note:
Prior to Installation the user must open the Zip File and copy the content to a blank floppy disk which will be used in place of an mdcs disk. User Guide Section 3.1 explains how to do this. The installation instructions assume that you have copied the PEPs to the floppy without any sub-directory structure.
Although preferable to store PEPs on the root directory of a blank floppy it is possible for installation to be carried out from a sub-directory if absolutely necessary.
Please take time to review the MPL Documentation and DepList Notes for PEPs that you are installing on your system, so that you fully understand them, prior to installation.

1. Complete the upgrade/installation and let the system run midnight routines.

2. LD 22 and type ISS to find system CP type.
   1911 = 81/81C CP2
   2211 = 51C CP2
   2311 = 61C CP2
   2411 = 51C CP3
   2511 = 61C CP3
   2611 = 81C CP3
   2811 = 51C CP4
   2911 = 61C CP4
   3011 = 81C CP4
   3311 = 81C CPP

3. Ensure your installation disk contains PEPs of the same CPU type as that of the target system. Also ensure that the software version is the same as that of the target system.

4. Load Overlay 143 (LD 143)

5. Run the Installation Script by entering the following:

MDCS INSTALL <drive>

where <drive> is one of the following:
F0 - floppy drive 0
F1 - floppy drive 1
CD0 - CDROM drive 0 {could be used if necessary}
CD1 - CDROM drive 1 {could be used if necessary}
Enter one of the above depending on where the floppy disk is inserted.

Example:
MDCS INSTALL F0

The install script will:
i) prompt for confirmation to continue,

ii) put out of service and remove from memory any PEPs currently loaded on the system, and
iii) load and install all PEPs contained on the floppy disk.

6. Exit Overlay 143

7. Load Overlay 22
REQ ISSP - any DepList PEPs will be printed.

8. Remove the floppy disk.

9. Site specific patches may now be re-installed (if applicable).

To Uninstall PEPs on Large Systems

Note : These steps should ONLY be performed if you would like to revert back to the base software version (i.e. without any installed PEPs).

1. Load Overlay 143 (LD 143)

2. Run the Installation Script with the uninstall option as follows:

MDCS UNINSTALL <drive>

where <drive> is one of the following:
F0 - floppy drive 0
F1 - floppy drive 1
CD0 - CDROM drive 0 {If used for installation}
CD1 - CDROM drive 1 {If used for installation}
Enter one of the above depending on where the disk is inserted.

The uninstall script will:
i) prompt for confirmation to continue.
ii) put out of service and remove from memory any PEPs loaded on the system.

3. Exit Overlay 143

4. Load Overlay 22
REQ ISSP - No PEPs will be listed.

5.. Remove the floppy disk.

6. Site specific PEPs may now be re-installed (if applicable).

PEP Installation on Small System

Note:
Prior to Installation the user must open the Zip File and copy the content to a blank PCMCIA card which will be used in place of an mdcs disk. User Guide Section 3.1 explains how to do this. The installation instructions assume that you have copied the PEPs to the PCMCIA without any sub-directory structure.
Although preferable to store PEPs on the root directory of a blank PCMCIA it is possible for installation to be carried out from a sub-directory if absolutely necessary.
Please take time to review the MPL Documentation and DepList Notes for PEPs that you are installing on your system, so that you fully understand them, prior to installation.

1. Complete the upgrade/installation and let the system run midnight routines.

2. LD 22 and type ISS to find system CP type. **(this does not list 11c)**
   1911 = 81/81C CP2
   2211 = 51C CP2
   2311 = 61C CP2
   2411 = 51C CP3
   2511 = 61C CP3
   2611 = 81C CP3
   2811 = 51C CP4
   2911 = 61C CP4
   3011 = 81C CP4
   3311 = 81C CPP

3. Ensure your installation PCMCIA card contains PEPs of the same CPU type as that of the target system. Also ensure that the software version is the same as that of the target system.

4. Log On to PDT and load the install commands as follows:

pdt> ld <a:mdcs.scr <cr>

Note: This assumes the the PEPs, MDCS.SCR and SWNAME File are on the A: Drive in the root directory.

5. Run the Installation Script by entering the following:

pdt> runmdcs install <drive> <cr>

where <drive> is one of the following:
a: - pcmcia drive a
b: - pcmcia drive b
Enter one of the above depending on where the pcmcia card is inserted.

Example:
runmdcs install a:

The install script will:
i) prompt for confirmation to continue
ii) put out of service and remove from memory any PEPs currently loaded on the system, and
iii) load and install all PEPs contained on the pcmcia.

6. Load Overlay 22
REQ ISSP - any DepList PEPs will be printed.

7. Remove the pcmcia.

8. Site specific PEPs may now be re-installed (if applicable).

To Uninstall PEPs on Small Systems

Note : These steps should ONLY be performed if you would like to revert back to the base software version (i.e. without any installed PEPs).

1. Log on to PDT.

2. Run the Installation Script with the uninstall option as follows:

pdt> runmdcs uninstall <drive> <cr>

where <drive> is one of the following:
a: - pcmcia drive 0
b: - pcmcia drive 1
Enter one of the above depending on where the pcmcia is inserted.

Example:
runmdcs uninstall a: <cr>

The uninstall script will:
prompt for confirmation to continue,
put out of service and remove from memory any PEPs loaded on the system.

3. Load Overlay 22
REQ ISSP - No PEPs will be listed.

4. Remove the pcmcia.

5. Site specific PEPs may now be re-installed (if applicable).

LAST PAGE

This page indicates that the document is complete.

Nortel Networks

Product PEP Dependency Lists on MPL

User Guide

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M3900 Flash Download Procedure

Feature Overview

M3900 Flash Download provides the capability to download a new firmware version from the Meridian 1 to an M3900 telephone. Flash download provides a way for installed M3900 telephones to be updated to the appropriate firmware release level for supporting features on the Meridian 1. Flash Download can be invoked for one M3900 telephone, for a group of M3900 telephones, or all telephones on the Meridian 1. It can be invoked locally or remotely for maintenance purposes. Features of the flash download procedure include:

- Set type can be specified (M3902, M3903, M3904, M3905, All)
- Day(s) of week can be specified
- Up to four intervals per day can be specified (start time, length)
- TN Range can be specified (start TN, end TN)
- DN Range can be specified (start DN, end DN)
- Force Download can be specified (yes, no)

Flash download is incorporated in the existing PSWV background tasks of the Meridian 1 Work Scheduler such that regular call processing is impacted as little as possible. Note that PSWV stands for Peripheral SoftWare Version, which in the context of this bulletin represents the firmware file that is downloaded to an M3900 set. It is sometimes referred to as a PSDL, which is actually the download process that is named Peripheral Software DownLoad. In the context of this bulletin, either reference is referring to an actual file that is downloaded to the M3900 set.

Flash Download requires the use of two software overlays in the Meridian system. Overlay 97 (LD 97) is used to configure the parameters for the Flash Download capability, and Overlay 32 (LD 32) is used to run the feature. Before the Flash Download feature is used, the feature should be configured in LD97.

Flash Download Procedure Overview

The overall steps needed to perform a flash download are captured in the "Flash download Procedure Matrix" in the following section. This matrix is divided into two main sections: large system and small system. For each of these sections

the matrix lists the versions of X11 software that an M3900 customer could be running and the high level steps needed to upgrade to the latest Reissue software (25.08 Reissue or 25.15 Reissue). The matrix references Appendix A "PSDL Installation Procedure" for the steps on installing the M3900 language set PSWV. The flash download procedure Matrix also references the "Detailed Flash download procedure" for the step by set procedure for flash downloading firmware to the M3900 sets.

If there are issues encountered in trying to determine versions of X11 software, M3900 PSWV language files or firmware, the section following the Flash download procedure matrix ("Determining Software, M3900 Language PSWV, or Firmware Versions") has been included.

Flash Download Procedure Matrix

Small Systems

Present S/W	Upgrade to S/W	Key-code Req.	M3900 Phones	Upgrade Steps
24.24	25.08 Reissue	YES	Rel. 1	**1.** Complete Special Software Order Process (see Appendix F in latest revision of Product Bulletin 2000-040) to get keycode **A.** If require SIM upgrade from 8 to 16 Meg (submit LD 135 Statement with Software order process) **B.** If require upgrade from MAT 6.5 (submit photocopy MAT 6.5 disk with Software order process) **2.** Download software from the Web **3.** Follow PSDL Installation Procedure (see Appendix A) **4.** Install manufactured patches **5.** Download firmware to sets following flash download procedure
			Rel. 2	**Not a standard process;** (should not have M3900 Release 2 phones on 24.2x system). **1.** Follow small system 24.2x to 25.08 Reissue procedure for Release 1 phones (above); The 25.08 Reissue contains M3900 Release 1 firmware; following the flash download process will downgrade the M3900 Release 2 phones to Release 1 firmware
	25.15 Reissue	YES	Rel. 1, Rel. 2	**Not supported by special software order process;** **1.** Follow standard Software order process
25.08	25.08 Reissue	NO	Rel. 1	**1.** Download software from the Web **2.** Follow PSDL Installation Procedure (see Appendix A) **3.** Install manufactured patches **4.** Download firmware to sets following flash download procedure
			Rel. 2	**Not a standard process;** (should not have M3900 Release 2 phones on 25.08 system). **1.** Follow small system 25.08 to 25.08 Reissue procedure for Release 1 phones (above); The 25.08 Reissue contains M3900 Release 1 firmware; following the flash download process will downgrade the M3900 Release 2 phones to Release 1 firmware
	25.15 Reissue	YES	Rel. 1, Rel. 2	**Not supported by special software order process;** **1.** Follow standard Software order process

25.10	25.15 Reissue	YES	Rel. 1, Rel. 2	**1.** Complete Special Software Order Process (see Appendix F in latest revision of Product Bulletin 2000-040) to get keycode **2.** Determine M3900 PSWV to install (see Table 2) Select PSWV #1 Global or #4 N.A. (25% savings; second PCMCIA card needed). **Note:** Select PSWV #5 (Release 1 firmware for X11 Rel. 24; second PCMCIA card needed) ONLY if customer just running the Release 24 M3900 features **3.** Download software from the Web with appropriate PSWV language file **4.** Follow PSDL Installation Procedure (see Appendix A) to install software with selected M3900 PSWV file **5.** Install manufactured patches **6.** Download firmware to sets following flash download procedure
25.15	25.15 Reissue	NO	Rel. 1, Rel. 2	**1.** Determine M3900 PSWV to install (see Table 2) Select PSWV #1 Global or #4 N.A. (25% savings; second PCMCIA card needed). **Note:** Select PSWV #5 (Release 1 firmware for X11 Rel. 24; second PCMCIA card needed) ONLY if customer just running the Release 24 M3900 features **2.** Download software from the Web with appropriate PSWV language file **3.** Follow PSDL Installation Procedure (see Appendix A) to install software with selected M3900 PSWV file **4.** Install manufactured patches **5.** Download firmware to sets following flash download procedure

Large Systems

Present S/W	Upgrade to S/W	Key-code Req.	M3900 Phones	Upgrade Steps
24.25	25.08 Reissue	YES	Rel. 1	**1.** Complete Special Software Order Process (see Appendix F in latest revision of Product Bulletin 2000-040) to get keycode and software. (Software may be obtained from M1 ESD) **A.** On Option 51C CP2 systems If require DRAM upgrade from 16 to 32 Meg needed (submit LD 22 CEQU print with Software order process) **B.** If require upgrade from MAT 6.5 (submit photocopy MAT 6.5 disk with Software order process) **2.** Follow PSDL Installation Procedure (see Appendix A) **4.** Install manufactured patches **5.** Download firmware to sets following flash download procedure
			Rel. 2	**Not a standard process;** (should not have M3900 Release 2 phones on 24.2x system). **1.** Follow large system 24.2x to 25.08 Reissue procedure for Release 1 phones (above); The 25.08 Reissue contains M3900 Release 1 firmware; following the flash download process will downgrade the M3900 Release 2 phones to Release 1 firmware
	25.15 Reissue	YES	Rel. 1, Rel. 2	**Not supported by special software order process;** **1.** Follow standard Software order process
25.08	25.08 Reissue	NO	Rel. 1	**1.** Complete Special Software Order Process (see Appendix F in latest revision of Product Bulletin 2000-040) to get software. (Software may be obtained from M1 ESD) **2.** Follow PSDL Installation Procedure (see Appendix A) **4.** Install manufactured patches **5.** Download firmware to sets following flash download procedure
			Rel. 2	**Not a standard process;** (should not have M3900 Release 2 phones on 25.08 system). **1.** Follow large system 25.08 to 25.08 Reissue procedure for Release 1 phones (above); The 25.08 Reissue contains M3900 Release 1 firmware; following the flash download process will downgrade the M3900 Release 2 phones to Release 1 firmware
	25.15 Reissue	YES	Rel. 1, Rel. 2	**Not supported by special software order process;** **1.** Follow standard Software order process

25.10	25.15 Reissue	YES	Rel. 1, Rel. 2	**1.** Complete Special Software Order Process (see Appendix F in latest revision of Product Bulletin 2000-040) to get keycode and software. (Software may be obtained from M1 ESD) **2.** Determine M3900 PSWV to install (see Table 2) Select PSWV #1 Global or #4 N.A. (25% savings). **Note:** Select PSWV #5 (Release 1 firmware for X11 Rel. 24) ONLY if customer just running the Release 24 M3900 features **3.** Follow PSDL Installation Procedure (see Appendix A) to install software with selected M3900 PSWV file **4.** Install manufactured patches **5.** Download firmware to sets following flash download procedure
25.15	25.15 Reissue	NO	Rel. 1, Rel. 2	**1.** Determine M3900 PSWV to install (see Table 2) Select PSWV #1 Global or #4 N.A. (25% savings). **Note:** Select PSWV #5 (Release 1 firmware for X11 Rel. 24) ONLY if customer just running the Release 24 M3900 features **2.** Follow PSDL Installation Procedure (see Appendix A) to install software with selected M3900 PSWV file **3.** Install manufactured patches **4.** Download firmware to sets following flash download procedure

Determining Software, M3900 PSWV, or Firmware Versions:

X11 Software Versions:

X11 Software versions are identified through LD 22 using the ISS command. When trying to determine whether a system's software has been upgraded to the Reissue of 25.08 or 25.15, patches MPLR13167 and MPLR13247 should be loaded and the LD 22 ISS command should be issued. If "PSWV Version 32" shows up for X11 Release 25.08 software, the 25.08 Reissue software has been loaded. If "PSWV Version 33" shows up for X11 Release 25.15 software, the 25.15 Reissue software has been loaded.

M3900 Language PSWV Versions:

To find the M3900 Language PSWV version on small systems, follow Steps 2-6 of the "Install Procedure for Option 11 C and Option 11 Mini" in Appendix A - PSDL Installation Procedure. At step 6, select item 1 "List 3900 series language sets". The system will then print out the M3900 Language PSWV file version and name, which can be and referenced in Table 2.

To find the M3900 Language PSWV version on large systems, follow the appropriate large system procedure in Appendix A - PSDL Installation Procedure. When you get to the PSDL Installation menu under the Install M3900 set Language menu, select item 2 "List 3900 set languages" The system will then display the PSDL file that is currently installed on the machine as well as other PSWV files available to install.

An alternative procedure for both large and small systems would be to download an M3900 set on the system and query the language version for that set through the set's display diagnostics. See "M3900 Firmware Versions" section below for procedure on obtaining firmware version through display diagnostics. Once the firmware version has been obtained, it can be cross referenced to the M3900 PSWV language version in Table 2.

M3900 Firmware Versions:

The firmware version of an M3900 set can be obtained using the FWVU command in LD 32. The firmware version or language version can be found through the display diagnostics on the M3900 set. The display diagnostics can be obtained through the following procedure:

1. Press the "Options" key on the M3900 set
2. Scroll to the Display Diagnostics entry using the up or down navigation keys
3. Press the "Select" softkey
4. Scroll to the screen that shows the language file and firmware version using the up or down navigation keys.

For the latest firmware versions contained in the X11 software Reissue, refer to Table 2 of this document. For information on firmware versions which fix particular M3900 problems, please refer to Matrix G in the latest version of the M3900 Digital Telephone Advisory Bulletin.

The general rules for identifying the which versions of firmware are Release 1 and which are Release 2 for the M3903, M3904 and M3905 sets are as follows:

Release 1 firmware vintages will be less than version 4.0 (<40 from LD 32 FWVU response).

Release 2 firmware vintages will be greater or equal to version 4.0 (>= 40 from LD 32 FWVU response).

Detailed Flash Download Procedure:

1. Identify sets to be downloaded. If possible, organize by Set type, TN Range, or DN Range.
   A. To determine set quantity and type, use LD 97 and 32 to print ranges of sets using the commands given below.

2. Establish set quantity.

3. Estimate the time required for download. Downloading sets with the North America reduced language set file takes 9 minutes per set (on M3905 it takes 12). Language sets other that the North America reduced language set file take 12 minutes to download. On small systems (Option 11) you can download four sets in parallel, on large systems you can download one set per XPEC in parallel up to a maximum of 8 on CP4 and 31 on CPP.

The following formulas will provide good estimates of download times:
Small systems—North American 6 Language file:
((Quantity of M3902, 3, 4 x 9 minutes)+(quantity of M3905 x 12 minutes))/4; where 4 details the number of sets that can be downloaded in parallel.
Small system—Global 10 Language file:
(Quantity of M3902, 3, 4, 5 x 12 minutes)/4; where 4 details the number of sets that can be downloaded in parallel

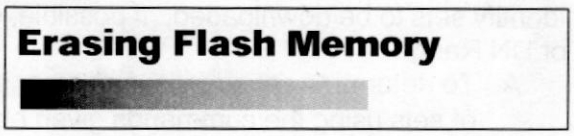
Large System—North America 6 Language file:
((Quantity of M3902,3,4 x 9 minutes)+(quantity of M3905 x 12 minutes))/ number of XPEC's (assuming even distribution of sets).
Large System—Global 10 Language file:
((Quantity of M3902,3,4,5 x 12 minutes))/ number of XPEC's (assuming even distribution of sets).

4. Based on the quantity of sets and site situation determine how the download will occur:
   A. Individual downloads (Use individual commands in LD 32)
   B. System download (Use system download command in LD 32)
   C. Scheduled download/range download (Use scheduled download commands in LD 32 and LD 97

5. Issue the appropriate download command.

6. As download occurs you will see the following info on the set displays:

During a flash download, the M3902, 3, and 5 will show the messages on the displays at the right. Display 1 shows the "Erasing Flash Memory" message along with blocks written to the second line each with decreasing contrast. This is followed by Display 2 that reads "Awaiting Download." Display 3 flashes the text "Downloading Firmware" on the first line with progress bars on the second line. When all 24 segments of the progress bars are displayed as shown, the download is complete. The telephone will then reset and return to service. All user-controlled parameters such as screen contrast, volume settings, and key labels will not be affected by the firmware download. In the event that the firmware download was not successful, the text "Terminal Out of Service will be displayed on the first line, and in some cases the set will erase the flash memory showing Display 1 followed by Display 2.



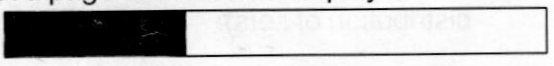
Display 1

Display 2

Display 3

For the M3904, an hourglass icon will be displayed during the flash memory erase process. The erase process can take up to 15 seconds. After a successful memory erase, a stack of disks icon (left side of the display) and a phone icon (right side of the display) will be displayed. These icons remain on the display during the entire download.

Upon receiving the first flash data packet a page status bar is displayed. Depending on the language files being downloaded, there are three or four memory pages that will be downloaded (3 for North American, 4 for Global, Eastern/Western European versions). As additional flash data packets are received the status bar advances to the right until the current page has been completely programmed. Once the next page starts to download, a new page block is displayed and the status bar starts from the left again. This process is repeated for the remaining pages. If the download was unsuccessful the set will display a phone ICON with an X through it. This indicates that the flash memory is not programmed (or is corrupt) and a new download should be done again.



At completion of the flash download (all 3/4 pages have been received) the set will verify the flash memory contents before displaying the IDLE screen. The IDLE screen consists of the Date (Jan 1 12:00am) and the brandline (Nortel

Networks or customer programmed logo). Up to 25 seconds later the switch will download all the parameters to the set and the IDLE screen will be updated according to the switch settings (i.e.: softkeys are shown, date is update, softlabel keys are shown...etc.).

7. As download occurs various messages could appear on the system terminal. A complete list of these messages is in the Software Input/Output Guide, X11 System Messages, Document Number: 553-3001-411. The most important message is included here:

SDL2110 e hw a v m **Failed to download software to device.**

Where:
e (cause of the error) can be:
1 = Acknowledgment timeout error
2 = Peripheral Software (PSW) version or checksum error
3 = PSW record checksum error
4 = PSW record format error
5 = Card firmware state error

hw (card name) can be:
XNET (Network Card) XPEC (Peripheral Controller) etc.

a (card address) can be:
Loop for Network Card Network/DTR Card
XPEC # (loop shelf) for Peripheral Controller

v is the PSW version

m can be:
FAST MODE (from initialization)
MAINT MODE (by ENLL command in LD 30)
BKGD MODE (second attempt after initialization from background program)

Hw (3902 3903 3904 3905) for M3900 flash download

e (cause of the error for M3900) can be:
1 = Timeout error
2 = PSW checksum error
3 = Record checksum error
4 = Record format error
5 = Firmware state error
6 = Invalid page number received

7 = Unrequired page delivered during download
18 = Flash memory cannot be erased (M3900)
19 = Error detected while programming flash (M3900)
20 = An application is currently active, download cannot proceed.(M3900)
21 = verification byte incorrect (M3900)

Action: Try to download to the card by using the appropriate enable command.

Procedure Notes:

- For Symposium Call Center Server sites, it is not required to de-aquire sets from the SCCS, however statistics might not be valid.
- To downgrade an M3900 telephone from Release 2 firmware to Release 1 firmware, or to change the language file from North American to another language file (or vice versa), the procedure in Appendix A must be used. For the downgrade, PSWV File #5 from Table 2 must be used.
  - For the downgrade procedure and language changes, use steps 8 to 12 of the *Install software on Core/Net 1* procedure and steps 26 to 27 of the *Install software on Core/Net 0* procedure for Options 61C/81/81C.
  - For the downgrade procedure and language changes, use steps 8 to 12 of the *Install PSDL File* procedure for Option 51C.
  - For the downgrade procedure and language changes, use steps 5 to 9 of the *Install Procedure for Option 11C and Option 11 Mini* for the Option 11C and Option 11 Mini.

Overlay 97

The following two tables show the configuration parameters that should be configured before using the Flash Download feature.

LD 97 – Configure parameters for System-wide Flash Download (Part 1 of 2)

Prompt	Response	Description
REQ	CHG	Change Flash Download Parameters
	PRT	Print Flash Download Parameters
TYPE	FDL	Flash Download for M3900 Sets
FDTP	t	Enter M3900 set type selected for Flash Download
	<CR>	3902 = M3902. 3903 = M3903. 3904 = M3904. 3905 = M3905. ALL = All of the above. NONE = None of the above (default) No further prompt; returns to "REQ"
FDTM	(NO)	Time interval restriction for Flash Download
	YES	NO = Do not change time intervals (default)
	<CR>	YES = Proceed to change time intervals ***Note 1:*** Flash Download is automatically paused one hour before virtual midnight (see TODR in LD 17) to allow midnight routines to run ***Note 2:*** This option is not applicable to reporting.
FDAY	dn	Enter day and number of time intervals for Flash Download
	<CR>	Prompt appears only if FDTM = YES Day is re-prompted until carriage return <CR> alone is entered d = day of the week (0-6 for Sunday to Saturday) of time intervals (0-4); to disallow download for the day, enter 0. Note: If two or more intervals are specified, they must be non-overlapping, non-consecutive, and in increasing order.
FINT	sl	Enter starting hour and length for a time interval.
	<CR>	Prompted n times if n>0. s = starting hour (0-23) l = length of interval in hours (1-24)

LD 97 –Configure parameters for System-wide Flash Download (Part 2 of 2)

Prompt	Response	Description
FTNR	(NO) YES <CR>	TN range restriction option for Flash Download NO = no TN restriction (default) YES = specify TN range
FSTN	l s c u c u	Starting terminal number for Flash Download Prompt appears only if FTNR = YES.
FETN	l s c u c u	Ending terminal number for Flash Download Prompt appears only if FTNR = YES.
FDNR	(NO) YES <CR>	DN range restriction option for Flash Download NO = no DN restriction (default) YES = specify DN range
FDDN	c d1 d2 <CR>	Flash Download Prime Directory Number range Prompt appears only if FDNR = YES. c = Customer number (0-99) d1 = starting Prime DN d2 = ending Prime DN
FRCE	(NO) YES <CR>	System-wide Flash Download control option NO = Conditional (default). System-wide Flash Download (via FDLS in LD 32) applies only to an M3900 series set whose flash firmware version is different from the version currently found on the system disk YES = Forced. Force System-wide Flash Download to all of the specified M3900 series sets regardless of their current flash firmware versions. **Note 1**: Use this option with caution! Once the download tree is built (i.e., after executing FDLS in LD 32), this option automatically reverts to NO. **Note 2**: This option is not applicable to reporting.
FVER	v <CR>	Flash firmware version specified for full report v = Flash firmware version (0-99) If 0, report all versions (default). **Note:** This option is applicable to reporting only (via FSUM ALL in LD 32).

Overlay 32

To use the Flash Download capability, the craftsperson loads Overlay 32 and issues the following commands:

Single-Set Flash Download

Flash DownLoad Unit (FDLU) - initiate flash download for this unit. For this command to work, the set must be in an idle state, i.e. there cannot be an active call, no active application, and the set must be configured and in working condition (responding to a query command). Also, the firmware version on the set must not be current, i.e., it must be different from the one on the system disk.

. FDLU l s c u

l = loop address
s = shelf address
c = card address
u = unit address

Flash DownLoad Idle (FDLI) - initiate flash download as soon as the set is idle. For this command to work, the set must be in working condition. If the set is idle, the downloading will occur immediately. If the set is on an active call, downloading will occur immediately after the call is terminated. However, if after the active call is terminated, there is active application on the set, downloading will be aborted. Again, the downloading operation will occur only if the version on the set is not current.

. FDLI l s c u

Flash DownLoad Forced (FDLF) - initiate flash download immediately. For this command to work, the set must be in working condition. If the set is idle, the downloading will occur immediately. If the set is in an active call, the call will be force disconnected and then downloading will occur immediately after the disconnect. It will also force download the system disk version even if the set firmware version is more current. However, if there is an application active on the set, the downloading operation will be aborted.

. FDLF l s c u

System-wide Flash Download

To prepare and trigger the flash download for the whole system manually, the craftsperson loads Overlay 32 and issues the following commands:

Flash Download System (FDLS) - initiate system-wide flash download based on parameters specified in LD 97. This initiates the system-wide flash download to all, or the specified type of M3900 sets, from the system disk if the flash firmware version on the set is different from the version found on the disk.

During system-wide flash download, when flash download detects that an M3900 set is in an active call connection, the set is skipped. Download logic keeps track of skipped sets, and comes back to attempt the download later.

M3900 flash download attempts download to each set up to three times. If download does not succeed by the third attempt (whether due to an active call connection or some problem such as transmission error), flash download to the set is considered to have failed. An appropriate message is displayed for each set that fails the firmware upgrade process. Upon completion of system-wide flash download, a completion message is displayed on the maintenance set. This operation can take up to several days to complete depending on the traffic load, the total number and distribution of the equipped M3900 sets, and the scheduling of the download. See Table 1 for estimations on download times.

When M3900 sets fail system-wide flash download, the craftsperson can then track down the cause of the failure, perform corrective action, and repeat the flash download command – system-wide or for a specific set.

.FDLS

Flash Download Cancel (FDLC) - cancel the system-wide flash download. From Overlay 32 or outside of overlays the craftsperson can cancel or stop the system-wide flash download operation gracefully by issuing the FDLC command. Note that download in progress to the current set(s) will complete before the download process terminates.

.FDLC

Table 1-Estimated Flash Download times

System	Average Lines	M3900 Lines	Download Time 10 languages	Faster Download 6 languages
11C	100	80 (100%)	4 hours	3 hours
51C/61C	400	200 (~60%)	20hrs. (2 XPECs) 10hrs. (4 XPECs)	15 hours 7.5 hours
81/81C	1350	650 (~60%)	22 hrs. (6 XPECs)	16.5
MSL-100	8000	4800 (~60%)	30 hrs. (32 XPECs) 20 hrs. (48 XPECs)	22.5 hours 15 hours

Table Assumptions:

- 20% trunking on all systems
- 100% M3900 sets on 11C system
- 60% M3900 sets on large systems
- The Faster Download is based on using the North American language files for the M3902, 3, and 4 (PSWV File #4 shown in Table 2), which are 25% smaller than the Global language files. Therefore, they take 25% less time to download. The languages that will be missing from the North American reduced language file are Swedish, Italian, Norwegian, and Finnish. The languages contained in the North America reduced language file are English, French, German, Spanish, Brazilian Portuguese, and Japanese Katakana.

Print Firmware Versions on M3900 Sets

To find out the firmware version information on M3900 sets, the following commands are provided from Overlay 32.

Firmware Version on Unit (FWVU) - Print current firmware versions on the unit. The craftsperson can query and print out the firmware versions (downloadable flash firmware as well as core firmware) currently on the specified set using this command. See Table 2 for a list of current firmware versions.

. FWVU l s c u

Firmware version SUMmary (FSUM) - Print firmware version summary report for all the M3900 sets. This command prints the M3900 firmware versions found on the system disk and lists every version together with a count of M3900 sets that are found to have this version.

.FSUM

The format of the report is as follows:

M390x SUMMARY REPORT
dd – ON DISK
ff (cc) – nnnn SETS FOUND
ff (cc) – nnnn SETS FOUND

Where:
x = 2 to 5 for M3902 to M3905
dd = the flash firmware version found on the system disk
ff = the downloadable flash firmware version found on the sets
cc = the core firmware found on the sets
nnnn = the number of sets found with firmware version ff (cc)

Firmware version SUMmary ALL (FSUM ALL) – Displays a complete report on all M3900 Series telephones based on the parameters in LD 97.

.FSUM ALL

The format of the report is as follows:
TYPE: ttt CUST: cc PDN: ddddddd TN: l s c u FW: vv

Where:
tttt = 3902, 3903, 3904, 3905
cc = 0-99
ddddddd = the Primary DN of the telephone
vv = the flash firmware version

Query Disk Firmware Versions

To determine the firmware version residing on the system disk(s) available for download to the M3900 sets, the existing PSWV command in Overlay 22 will also print out the firmware versions for M3900 sets. See Table 2 for a list of current firmware versions.

. PSWV

Table 2 – Firmware and PSWV Versions

PEC CODES	PSWV CODES				F/W CODES	
Column 1 **M3900 SET (##=66,70) XX=see note 1**	Col. 2 **PSWV File**	Column 3 **PSWV Region**	Column 4 **M1 F/W file (PSWV) see note 2**	Column 5 **LD 22 Response for PSWV see note 3**	Column 6 **Set F/W Diagnostic see note 4**	Column 7 **LD 32 FWVU Response for set F/W see note 5**
M3902						
NTMN32XX-##	PSWV File #1	Global (10 lang.)	3902.loadaa40	M3902: S/W VERSION NUMBERS: 40	Lang: L1.9 F/W Ver: 4.0	FLASH FIRMWARE VERSION = 040
	PSWV File #4	N. America (6 lang.)	3902.loadda40	M3902: S/W VERSION NUMBERS: 40	Lang: L4.9 F/W Ver: 4.0	FLASH FIRMWARE VERSION = 040
M3903						
NTMN33XX-##	PSWV File #1	Global R2: (10 lang.)	3903.loadaa51	M3903: S/W VERSION NUMBERS: 51	Lang: L1.9 F/W Ver 5.1	FLASH FIRMWARE VERSION = 051
	PSWV File #4	N. America R2 (6 lang.)	3903.loadda51	M3903: S/W VERSION NUMBERS: 51	Lang: L4.9 F/W Ver 5.1	FLASH FIRMWARE VERSION = 051
NTMN33XX-##	PSWV File #5	Rel. 1 for X11 Rel 24	3903.loadaa36	M3903: S/W VERSION NUMBERS: 36	Lang: P1.9 F/W Ver 3.6	FLASH FIRMWARE VERSION = 036
M3904						
NTMN34XX-##	PSWV File #1	Global R2: (10 lang.)	3904.loadaa46	M3904: S/W VERSION NUMBERS: 46	Flash: 4.6 P0 L1.8	FLASH FIRMWARE VERSION = 046
	PSWV File #4	N. America R2 (6 lang.)	3904.loadda46	M3904: S/W VERSION NUMBERS: 46	Flash: 4.6 P0 L4.8	FLASH FIRMWARE VERSION = 046
NTMN34XX-##	PSWV File #5	Rel. 1 for X11 Rel 24	3904.loadaa34	M3904: S/W VERSION NUMBERS: 34	Flash: 3.4 P0 L1.8	FLASH FIRMWARE VERSION = 034
M3905						
NTMN35XX-##	PSWV File #1	Global (10 lang.)	3905.loadaa32	M3905: S/W VERSION NUMBERS: 32	Lang: L1.9 F/W Ver 3.2	FLASH FIRMWARE VERSION = 032
	PSWV File #4	N. America (10 lang.)	3905.loadaa32	M3905: S/W VERSION NUMBERS: 32	Lang: L1.9 F/W Ver 3.2	FLASH FIRMWARE VERSION = 032

Notes:

1. For Column 1 labeled *M3900 Set*, XX is a two-letter alpha character that is part of the product code. For instance, a product code of NTMN32AB is a later issue than a code of NTMN32AA. Release 1 M3900 sets all started with a "BA" designation for U.S. and Canada sets, and "AA" for Canada only icon sets. Release 2 M3900 sets all started with a "FA" designation for U.S. and Canada sets and "EA" for Canada only icon sets.
2. For Column 4 labeled *M1 F/W File*, the two-letter alpha character followed by two numbers (format: 390x.loadxx##) shows the release level of the PSWV file. For instance, M3902.loadaa40 is a later issue than M3902.loadaa36. The most up-to-date file names as of this bulletin publication date are shown.
3. For Column 5 labeled LD 22 *Response for PSWV*, the two number code is the firmware version release level. The larger the number, the newer the version. The last two digits correspond to the same version number as the M3900 firmware version. For instance, M3903: S/W VERSION NUMBERS: 51 is equivalent to M3900 F/W Version 5.1. The most current versions are shown.
4. Column 6, labeled *Set F/W Diagnostic*, shows the language file in use and the firmware level of the set as seen on an M3900 display. The larger the number, the newer the version. The latest versions are shown. To view the firmware level of an M3900 set, press the Options key, scroll to the Display Diagnostics entry, and press Select. Use the Down Navigation key to get to the screen that shows the language file and firmware version.
5. For Column 7 labeled *LD 32 FWVU Response for set F/W*, the three-digit number shows the firmware version of the set. The larger the number, the newer the version. A number of 040, for instance, means a firmware version of 4.0. The latest versions are shown.

Flash Download Advisements

- Since the Flash Downloading feature of the M3900 takes some bandwidth from the system signaling path while it is operating, it is recommended that downloading be scheduled in off-peak hours for best results. There is some real time impact to the system since the system processor is busy doing the downloads; however, there is no impact to call processing since call processing has a higher priority. Therefore, downloads will take longer during peak traffic times because the system processor is busy doing call processing and cannot devote as much time to the M3900 downloads. There is no difference between large and small systems for this.

- When a system is first brought into service with M3900 sets, there is a significant amount of messaging that occurs to activate the sets via the Lamp Audit background routine. The time required to bring all the sets into service on a system is dependent on the system configuration, and could take several hours. Performing a Flash Download directly after the system is brought into service will add to the message load on the system. As such it is recommended that M3900 set download activities not occur in conjunction with systems being brought into service, but that the downloads occur 24 hours later.

- If a user attempts to use a set during a flash download, all set activity will be ignored.

- When performing a flash download to an M3900 port that does not have a set installed or downloading to an M3900 port that has the wrong M3900 set type installed, an SDL2110 error message will be printed out at the system.

- During the middle of flash download operation, if the set is disconnected or if the set fails download for any reason, the set will be rendered inoperable. Flash downloading must run to completion before the set can be made operable.

- For the manual individual download operation, if the set is not responding (is not operational) or if the set is not a M3900 set, flash download fails.

- If the firmware file(s) used as the source for flash download to M3900 sets are not present (in the proper location) on the Meridian 1 system disks, the flash download operation fails.

- While a system-wide flash download operation is in progress, attempts to disable sets that are currently being downloaded will result in a SCH 1958 message that is printed with the list of sets involved. If a loop, shelf, or card that contains the sets being downloaded is disabled, then the download to the sets on that loop, shelf, or card will fail.

- According to the existing PSWV logic, when PSWV is in progress, an attempt to load an overlay will be denied and result in an OVL0306 message.

- It is strongly recommend NOT to force load an overlay (load with a Suspend option) unless there is an emergency of some sort while PSWV is in progress. In this instance, existing PSWV logic aborts downloading for the current PSWV block (of cards or sets of a given one type being downloaded) and will restart the download for that block and remaining ones after the overlay is exited. If this happens to M3900 flash download, the block of sets will be out of service for a lengthy period of time and this will prolong the completion of system-wide flash download.

- If system warm-start (Initialization) or cold-start (Sysload) occurs while flash download is in progress, the download process will be aborted abruptly. Any sets which are in the middle of download will fail to complete firmware download and will be left inoperable The craftsperson must reenter the single-set or system-wide flash download command later to restart and complete the download. For system-wide downloads, any previously scheduled sets will no longer be queued for download.

- While a manual individual download operation is still in progress, the craftsperson should NOT abort Overlay 32 except in emergency by using the **** command. If the overlay is indeed aborted before completing the download, the set is left inoperable until a flash download command for the set is re-entered and completed later.

- During system wide download all overlays can be used by using the ld x susp command. However, this will ungracefully stop the download to the current group of sets that are being downloaded and leave them without firmware until the overlay is exited and then the download to these sets is started over.

- While a system-wide flash download operation is in progress:
  - Service change (CHG, MOV, or OUT) to a unit that is currently being downloaded is blocked in Overlay 11. A SCH1958 message is printed.
  - Move (MOV) or remove (OUT via OVL 11 or Automatic Set Relocation) to a M3900 set before its flash download starts, prevents download to the set in this cycle of system-wide flash download.

- A new M3900 set added (via OVL 11 or Automatic Set Relocation) after the FDLS command is issued, is NOT included in this round of system-side download.

- When scheduling the Flash Download of sets, note that one hour before the Midnight routines execute the flash download process will be gracefully stopped. The Flash downloading will resume once mid-night routines are executed.

- When a schedule is defined in LD 97 and the Flash Download is started (by entering the FDLS command in LD 32), all sets scheduled will be queued for download and the download process will remain active in the background until the download is complete or is canceled (by using the FDLC command in LD 32). If the download is active in the background (sets not actively downloading per the scheduled download time) and the download schedule is removed in LD 97, the download will begin immediately for the sets that remain in the download queue. The LD x SUSP command will be necessary to load an overlay when the download is active in the background (scheduled but not actively downloading sets). It is also not possible to perform a single set download (FDLU, FDLI, or FDLF command from LD 32) while the download is active in the background. If an individual download is attempted in this case the system will indicate the PSDL is not idle. If an individual set download is necessary while the download is active in the background, the download must be canceled in LD 32 using the FDLC command. Once the individual downloads are complete the schedule download can be restarted with the FLDS command in LD 32. Note: If the force option is used with the FDLS command, ALL sets in the original schedule will be downloaded.

- For M3900 sets actively being flash downloaded when the Flash Download Cancel FDLC command is issued the flash download to these sets is completed before the flash download process cancels.

- M3905 sets acquired by the Symposium Call Center Server (SCCS) do not have to be de-acquired (pulled out of all queues) before the flash download is started. However, during the download, the agent using the M3905 set will be placed in maintenance-busy state for approximately 12 minutes. As a result, the SCCS will not be able to record any agent statistics for agents using the M3905 sets during the download. The SCCS agent reports for the interval in which the download occurred will therefore be inaccurate.

Appendix A—PSDL Installation Procedure

During a flash download, the system downloads the contents of a PSDL/PSWV file to an M3900 set. This PSDL Installation Procedure can be used to load a new PSDL/PSWV file on the system in place of totally reinstalling system software. If there are concerns about system downtime in regards to performing software upgrades in cases where only a new PSDL/PSWV file is needed, this process allows the replacement of the PSDL/PSWV file only.

Install Procedures for 61C/81/81C

Note: This procedure does not include instructions on general software installation nor does it cover installing new IODU/C cards. To use this procedure you must already be equipped with IODU/C cards that have the X11 software installed.

Use the parallel reload procedures to convert from one X11 release of PSDL files to a later release or to change the PSDL file within the same X11 release. Parallel reloads can be done from either CPU. For the purposes of this document, we begin with CPU 0.

Table 1 summarizes the required steps to perform this procedure.
Table 1 : Options 61C,81,81C parallel reload summary

Step
1. Perform a data dump
2. STAT the hardware
3. Split the Cores
4. Install PSDL file on Core/Net 1
5. Switch call processing from Core/Net 0 to Core/Net 1
6. Test Core/Net 1
7. Install software on Core/Net 0
8. Exit Split mode
9. Test Core/Net 0 and 1
10. Synchronize the hard disks
11. Perform a data dump

Perform a data dump

1. Load the Equipment Data Dump Program (LD 43). At the prompt, enter: **LD 43** to load the program
2. When EDD000 appears on the terminal, enter: **EDD** to begin the data dump
3. When "DATABASE BACKUP COMPLETE" or "DATADUMP COMPLETE" appears on the terminal, enter: ******** to exit the program

CAUTION: If the data dump is not successful, do not continue; contact your technical support organization. A data dump problem must be corrected before proceeding.

STAT the hardware

1. Load LD 137 and get status of the hard disks. Note: Be sure the hard disks are synchronized. If not, synchronize before proceeding.

   LD 137

STAT	Get the status of the hard disks
SYNC	Synchronize hard disks if necessary. Synchronization may take up to 50 minutes
TEST CMDU	Performs hard and floppy disk test.
********	exit program

2. Load LD 135 and get status of the CPs, CNIs and memories.

   LD 135

STAT CPU	Get the status of both CPs and memory
STAT CNI	Get the status of all configured CNIs

3. Test the standby (inactive) CP. Then switch CPs, and test again.

TEST CPU	Test standby (inactive) CP

   Wait until the terminal returns a complete test message. The message HWI533 or HWI534 does not mean the test has completed!

SCPU	Switch CPs
TEST CPU	Test the standby (inactive) CP

Note: Testing the CPs can take up to 20 minutes for each test. When the test is complete, the memories are automatically synchronized.

Split the Cores

1. Be sure CP 0 is active and CP1 is standby. You may need to switch CPs again:

   STAT CPU

********	exit program

2. Verify that IODU/C 0 is active. You may need to switch IODU/Cs.

   LD 137

STAT	Get the status of IODU/C
SWAP	Switch IODU/Cs if necessary
********	exit program

3. Connect a terminal to the CPSI port in Core/Net 1 to J25 of the I/O panel at the back of the Core/Net. Be sure it is configured as follows. The recommended baud rate is 9600, to be the same as the CPSI port.

   7 data bits, 1 stop bit, Space parity, Full duplex, XON protocol

4. Place CP 0 in Maintenance by setting the MAINT/NORM switch to MAINT.
5. In Core/Net 1, disable the CNI cards by setting the ENB/DIS faceplate switches to DIS

Install software on Core/Net 1

1. Place the CP Install disk that corresponds with the installed CP card type into the IODU/C in Core/Net 1.
2. Install the CD-ROM into the CD drive:
   " press the button on the CD-ROM drive to open the CD-ROM disk holder
   " place the CD-ROM disk into the holder with the disk label showing
   " use the four tabs to secure the CD-ROM drive

   " PRESS THE BUTTON AGAIN TO CLOSE THE CD-ROM DISK HOLDER (DON T PUSH THE HOLDER IN BY HAND)
3. In Core/Net 1, perform the following three steps in uninterrupted sequence:
   " press and hold the MAN RST button on the CP card
   " set the MAINT/NORM switch on the CP card to MAINT
   " release the MAN RST button

   A sysload will begin (cold start). Wait for the Main Menu to appear on the terminal before proceeding.

   Note 1: If the CD-ROM is not in the CD drive of the IODU/C, the installation procedure will not continue. Please insert the CD-ROM into the drive to continue.

   Note 2: If a problem is detected during the system verification, Install stops, prints an error message, and aborts the installation. If the verification is not successful, do not continue; contact your technical support organization.
4. Press <CR> to continue.
5. Log into the system and enter the time and date, when prompted.
6. Initiate the installation by selecting the following command from the menu:
   <u> to Install menu
7. Remove the CP Install Program diskette and insert the Keycode diskette, when prompted.
   <a> to continue with keycode validation
   <y> to confirm that the keycode matches the CD-ROM release
8. When the Install Menu is displayed, select the following option
   <p> To install 3900 set Languages.
9. The PSDL Installation Menu appears. Select
   2. List 3900 set languages

   This will display what PSDL file is currently installed on the machine and what PSDL files are available to install.

   Hit <cr> until the main menu appears
10. When the Install Menu is displayed, select the following option
    <p> To install 3900 set Languages
11. The PSDL Installation Menu appears. Select
    1. Install 3900 set languages
12. The list of PSDL files that can be downloaded appears. Select the PSDL file you desire.

    The install program will backup your current PSDL file and will install the new file. When it is complete you will be returned to the Main Install menu

13. *From the main menu choose the following*
    <q> to quit (remove any diskettes from the floppy drive)
    <y> Yes, to confirm quit
    <a> to reboot the system

The system will automatically perform a sysload during which several messages will appear on the system terminal. Wait for DONE and then INI messages to be displayed before continuing.

Switch call processing to Core/Net 1

CAUTION Call Processing will be interrupted! *Perform these next steps carefully. This is the point at which your service is interrupted. Calls in process will be interrupted, especially if Peripheral Software Download takes place. Some calls may be dropped.*

Perform the next four steps in succession. Call processing will be switched from Core/Net 0 to Core/Net 1.

13. *In Core/Net 0, set the DIS/ENB faceplate switch on the IODU/C card to DIS.*
14. *In Core/Net 0, disable the CNI cards by setting the ENB/DIS faceplate switches to DIS.*
15. *In Core/Net 1, enable the CNI cards by setting the ENB/DIS faceplate to ENB.*
16. *In Core/Net 1, press the MAN INT button.*

    Note: *Call processing is now switched from Core/Net 0 to Core/Net 1.*

Test Core/Net 1

17. *Test Call Processing. This includes, but is not limited to the following:*
    - *" Check for dial tone.*
    - *" Make internal, external, and network calls.*
    - *" Check attendant console activity.*
    - *" Check DID trunks.*
    - *" Check any auxiliary processors.*

    Note: *From this point forward you will be upgrading Core/Net 0.*

Install software on Core/Net 0

18. *Move the CPSI port cable from J25 on Core/Net 1 to J25 on Core/Net 0.*
19. *Set the IODU/C faceplate switch to ENB.*
20. *Place the CP Install disk that corresponds with the installed CP card type into the IODU/C in Core/Net 0.*
    - " press the button on the CD-ROM drive to open the CD-ROM disk holder
    - " place the CD-ROM disk into the holder with the disk label showing
    - " use the four tabs to secure the CD-ROM drive

    " PRESS THE BUTTON AGAIN TO CLOSE THE CD-ROM DISK HOLDER (DON T PUSH THE HOLDER IN BY HAND)
21. *Press the MAN RST button on the CP card in Core/Net 0 to reboot the system and start the Software Installation Tool. (The terminal displays SYSLOAD messages during file loading. When SYSLOAD is completed, the NT logo appears.)*
22. *When the NT logo appears, press <CR> to continue.*
23. *When the Main Menu appears, select the following options in sequence:*

    <u> to Install menu
24. *Remove the CP Install Program diskette and insert the Keycode diskette. Select the following when prompted:*

    <a> to continue with keycode validation
    <y> to confirm that the keycode matches the CD-ROM release
    <q> to quit (remove any diskettes from the floppy drive)
    <y> Yes, to confirm quit

<a> to reboot the system

The system will automatically perform a sysload during which several messages will appear on the system terminal. Wait for DONE and then INI messages to be displayed before continuing.

25. When the Install Menu is displayed, select the following option
    <p> To install 3900 set Languages.
26. The PSDL Installation Menu appears. Select
    2. List 3900 set languages

    This will display what PSDL file is currently installed on the machine and what PSDL files are available to install.

    Hit <cr> untill the main menu appears
27. When the Install Menu is displayed, select the following option
    <p> To install 3900 set Languages
28. The PSDL Installation Menu appears. Select
    1. Install 3900 set languages
29. The list of PSDL files that can be downloaded appears. Select the PSDL file you desire.

    The install program will backup your current PSDL file and will install the new file. When it is complete you will be returned to the Main Install menu

30. *From the main menu choose the following:*
    <q> to quit (remove any diskettes from the floppy drive)
    <y> Yes, to confirm quit
    <a> to reboot the system

    The system will automatically perform a sysload during which several messages will appear on the system terminal. Wait for DONE and then INI messages to be displayed before continuing.

Exiting split mode

1. *Connect CPSI port or maintenance SDI port*
2. *Enable the CNI cards by setting the ENB/DIS faceplate switch to ENB in Core/Net 0.*
3. *Perform the following in uninterrupted sequence:*
   " Press and release the MAN RST button in Core/Net 0.
   " When SYS700 messages appears on LCD display on Core/Net 0, set the MAINT/NORM switch to NORM in Core/Net 0.

   In 60 seconds, the LCD will display and confirm your processes with:
   RUNNING ROM OS
   ENTERING CP VOTE

   An HWI534 message indicates the start of memory synchronization. In 10 minutes, an HWI533 message on Core/Net 1 CSPI or SDI terminal indicates the memory synchronization is complete.
4. *In Core/Net 1, set the MAINT/NORM switch on the CP card to NORM.*

Test Core/Net 1 and Core/Net 0

1. *Perform a redundancy sanity test using the following sequence:*

   LD 135
   STAT CNI *Get status of CNI cards*
   STAT CPU *Get status of CPU and memory*
   TEST CPU *Test the inactive Core/Net*
   TEST CNI c s *Test each inactive CNI card*

2. *Switch Cores and test the other side (Core/Net 0)*

SCPU	*Switch cores*
TEST CPU	*Test the inactive Core/Net*
TEST CNI c s	*Test each inactive CNI card*

Note: *Testing the CP and CNI cards and synchronizing memory can take up to 20 minutes for each test. When the CP test is complete, the CP the memory is automatically synchronized.*

3. *Clear the display and minor alarms on both Cores.*

CDSP	*Clear the displays on the Cores*
CMAJ	*Clear major alarms*
CMIN ALL	*Clear minor alarms*

4. *Get the status of the Cores, CNIs, and memory.*

STAT CPU	*Get the status of both Cores*
STAT CNI	*Get the status of all configured CNIs and memory*

Note: You may need to execute the STAT CNI command twice before receiving a response from the system.

***** exit program*

Synchronize the hard disks

1. *Load LD 137 and synchronize the hard disks. Synchronization may take up to 50 minutes. To be sure that the contents of IODU/C 1 are copied to IODU/C 0, verify that IODU/C 0 is disabled.*

LD 137

STAT Get the status of the IODU/C and redundancy

SYNC Enter "Yes" to synchronize disks. Wait until the memory synchronization successfully
completes before continuing. TEST CMDU Performs hard and floppy disk test.

2. *Get the status of the CMDU's and be sure CMDU 0 is active. Switch if necessary.*

STAT	*Get the status of IODU/C and redundancy*
SWAP	*Switch CMDU if necessary*
STAT CMDU	*Get the status of the IODU/Cs. Be sure the same IODU/C and CPU are active.*
******	*exit program*

Perform a data dump

3. *Load the Equipment Data Dump Program (LD 43). At the prompt, enter*
   LD 43 to load the program
4. *When EDD000 appears on the terminal, enter*
   EDD to begin the data dump
5. *When DATABASE BACKUP COMPLETE or DATADUMP COMPLETE appears on the terminal, enter*
   ***** to exit the program*

CAUTION *If the data dump is not successful, do not continue; contact your technical support organization. A data dump problem must be corrected before proceeding.*

The PSDL file has now been installed on your switch.

Install procedure for Option 51C

Use this procedure to convert from one X11 release of PSDL files to a later release or to change the PSDL file within the same X11 release for Option 51C systems only

Table 2 summarizes the required steps to perform this procedure.
Table 2 : Option 51C installation procedure

Step
1. Perform a data dump
2. STAT the hardware
3. Install PSDL file
4. Test the system
5. Perform a data dump

Perform a data dump

4. Load the Equipment Data Dump Program (LD 43). At the prompt, enter: **LD 43** to load the program
5. When EDD000 appears on the terminal, enter: **EDD** to begin the data dump
6. When "DATABASE BACKUP COMPLETE" or "DATADUMP COMPLETE" appears on the terminal, enter: ******** to exit the program

CAUTION If the data dump is not successful, do not continue; contact your technical support organization. A data dump problem must be corrected before proceeding.

STAT the hardware

1. Load LD 137 and get status of the hard disks.
   LD 137
   STAT Get the status of the hard disks
2. Load LD 135 and get status of the CP. CNI and memory.
   LD 135

   STAT CPU Get the status of the CPU and memory
   STAT CNI Get the status of the CNI.

Install PSDL File

1. Select the CP Install diskette which matches the Call Processor (CP) type on your system.
2. Insert the CP Install diskette into the floppy drive of the IODU/C.
3. Press MAN RST on the CP card. The system will be booted from the floppy and the Install tool will be automatically invoked.
4. Press <CR> to continue.
5. Log into the system and enter the time and date, when prompted.
6. Initiate the database installation by selecting the following command from the menu:
7. Remove the CP Install Program diskette and insert the Keycode diskette, when prompted.
   <u> to Install menu
   <a> to continue with keycode validation
   <y> to confirm that the keycode matches the CD-ROM release
8. When the Install Menu is displayed, select the following options in sequence when you are prompted to do so
   <p> To install 3900 set Languages.
9. The PSDL Installation Menu appears. Select
   2. List 3900 set languages

This will display what PSDL file is currently installed on the machine and what PSDL files are available to install.

Hit <cr> untill the main menu appears

10. When the Install Menu is displayed, select the following option
    <p> To install 3900 set Languages
11. The PSDL Installation Menu appears. Select
    1. Install 3900 set languages
12. The list of PSDL files that can be downloaded appears. Select the PSDL file you desire.

The install program will backup your current PSDL file and will install the new file. When it is complete you will be returned to the Main Install menu

13. From the Main Install menu , select the following options:

    <q> to quit (remove any diskettes from the floppy drive)
    <y> Yes, to confirm quit
    <a> to reboot the system

The system will automatically perform a sysload during which several messages will appear on the system terminal. Wait for DONE and then INI messages to be displayed before continuing.

Test Call Processing

1. *Test Call Processing. This includes, but is not limited to the following:*
   " Check for dial tone.
   " Make internal, external, and network calls.
   " Check attendant console activity.
   " Check DID trunks.
   " Check any auxiliary processors.

Complete the upgrade

1. Perform a redundancy sanity test using the following sequence:
   LD 135
   STAT CNI Get status of CNI card
   STAT CPU Get status of CPU and memory
2. Clear the display and minor alarms..
   CDSP Clear the displays on the Cores
   CMAJ Clear major alarms
   CMIN ALL Clear minor alarms **** exit program

The PSDL conversion is complete.

Install Procedure for Option 11C and Option 11 Mini

1. Download the software executable file for the software release being installed (M3900 language file – version xx) from the web site to your Software Delivery card.

2. Install the Software Delivery card in slot A of the PCMCIA socket in the faceplate of the SSC or MSC card.

3. Use Overlay 143 to start the Software Installation Program.

4. Select Utilities from the Main Menu.

   The main menu displays:
   Software Installation Main Menu :
   1. New Install or Option 11/11E Upgrade - From Software DaughterBoard
   2. System Upgrade
   3. Utilities
   4. New System Installation - From Software Delivery Card
   [q]uit, [h]elp or [?], <cr> - redisplay

   Enter Selection : 3

5. Select item 9 - Change 3900 series set languages from the Utilities menu

   The Utilities menu displays:
   Utilities Menu:
   1. Restore Backed Up database
   2. Archive Customer defined databases
   3. Install Archived database
   4. Review Upgrade Information
   5. Clear Upgrade Information
   6. Undo Installation
   7. Flash Boot ROM Utilities
   8. Current Installation Summary
   9. Change 3900 series set languages.
   [q]uit, <cr>current menu, [m]ain, [p]revious menu

6. Select item 2 - Change current 3900 series language set.
   The system displays:

   The Change 3900 series language set menu displays:
   Change 3900 series set language menu:
   1. List 3900 series language sets.
   2. Change current 3900 series language set.
   3. Restore 3900 series language set.
   [q]uit, [r]restore, [m]ain menu, [h] help or [?],<cr> - redisplay

7. Specify drive name for 3900 series language set files in PCMCIA
   Enter selection: A

   WARNING: Following selection will overwrite the existing psdl.rec file
   WARNING: Need to perform sysload after psdl file is changed.

   1 Global version 10 Languages - English, French, German, Spanish, Swedish, Italian, Norwegian, Brazilian Portuguese, Finnish, Japanese Katakana

   2 Western Europe 10 Languages - English, French, German, Spanish, Swedish, Norwegian, Danish, Finnish, Italian, Brazilian Portuguese

   3 Eastern Europe 10 Languages - English, French, German, Dutch, Polish, Czech, Hungarian, Russian, Latvian, Turkish

   4 North America 6 Languages - English, French, German, Spanish, Brazilian Portuguese, Japanese Katakana

   5 Rls24 up-issue - English, French, German, Spanish, Swedish, Italian, Norwegian, Brazilian Portuguese, Finnish, Japanese Katakana

   6 North America 6 Languages - English, French, German, Spanish, Brazilian Portuguese, Japanese Katakana (Duplicate of the fourth set)
   [q]uit, [h] help or [?],<cr> - redisplay

8. Enter selection: __ (of your choice)

   Backing up the current psdl.rec file... [wait} 3630080 bytes copied.
   Copying current psdl.rec file... [wait] 3630080 bytes copied.
   3900 series language set file successfully installed. 67 bytes copied.

9. Perform a sysload to enable new 3900 series set language.

——————— End of Procedure ———————

Install Procedures for 81C Pentium II Call Processor

Use the parallel reload procedures to convert from one X11 release of PSDL files to a later release or to change the PSDL file within the same X11 release. Parallel reloads can be done from either CPU. For the purposes of this document, we begin with CPU 0.

Table 1 summarizes the required steps to perform this procedure.
Table 3 : Option 81C CP PII parallel reload summary

Step
1. Perform a data dump
2. STAT the hardware
3. Check that Core 0 is active
4. Split the Cores
5. Install PSDL file on Core/Net 1
6. Switch call processing to Core/Net 1
7. Test Core/Net 1
8. Install PSDL file on Core/Net 1
9. Exiting split mode
10. Test Core/Net 1 and Core/Net 0
11. Perform a data dump

Perform a data dump

7. Load the Equipment Data Dump Program (LD 43). At the prompt, enter: **LD 43** to load the program
8. When EDD000 appears on the terminal, enter: **EDD** to begin the data dump
9. When "DATABASE BACKUP COMPLETE" or "DATADUMP COMPLETE" appears on the terminal, enter: **** to exit the program

CAUTION If the data dump is not successful, do not continue; contact your technical support organization. A data dump problem must be corrected before proceeding.

STAT the hardware

4. Load LD 137 and get status of the hard disks. Note: Be sure the hard disks are synchronized. If not, synchronize before proceeding.

   LD 137

STAT	Get the status of the hard disks
TEST CMDU	Performs hard and floppy disk test.
****	exit program

5. Load LD 135 and get status of the CPs, CNIs and memories.

   LD 135

STAT CPU	Get the status of both CPs and memory
STAT CNI	Get the status of all configured CNIs

Check that Core 0 is active

6. Be sure Core 0 is active. If Core 1 is active, make Core 0 active:

   LD 135

   STAT CPU Get status of the CPUs

SCPU	Switch to Core 0 (if necessary)
****	exit program

Split the Cores

1. From the active side, split the cores:

   LD 135

SPLIT	Enter Split on the active core Allow the former active side to INIT before continuing
****	exit program

   The system is now in split mode.

Install PSDL file on Core/Net 1

1. Place the CP PII Install disk into the MMDU floppy drive of Core 1.

2. Install the CD-ROM into the MMDU CD drive of Core 1:
   1. press the button on the CD-ROM drive to open the CD-ROM disk holder
   2. place the CD-ROM disk into the holder with the disk label showing
   3. use the four tabs to secure the CD-ROM drive

4. press the button again to close the CD-ROM disk holder (don t push the holder in by hand)

3. Press the manual RESET button on the Core 1 CP II card faceplate.

4. Before the install runs, the system validates hard disk partitioning which takes about five minutes. The screen displays:

```
Testing partition 0
        0 percent done... 1 percent done... 99 percent done... 100 percent done
Testing partition 1
        0 percent done... 1 percent done... 99 percent done... 100 percent done
Testing partition 2
        0 percent done... 1 percent done... 99 percent done... 100 percent done
Disk physical checking is completed!
There are 3 partitions in disk 0:
The size of partition 0 ix XX MB
The size of partition 1 ix XX MB
The size of partition 2 ix XX MB
Disk partitions and sectors checking is completed!
```

5. At the terminal, press <cr> to start the software installation.

6. When prompted, remove the CP PII Install Program diskette and insert the Keycode diskette.
   <a> to continue with keycode validation
   <y> to confirm that the keycode matches the CD-ROM release

7. When the Install Menu is displayed, select the following option
   <p> To install 3900 set Languages.

8. The PSDL Installation Menu appears. Select
   1. Install 3900 set languages

9. The list of PSDL files that can be downloaded appears. Select the PSDL file you desire.

THE INSTALL PROGRAM WILL BACKUP YOUR CURRENT PSDL FILE AND WILL INSTALL THE NEW FILE. WHEN IT IS COMPLETE YOU WILL BE RETURNED TO THE MAIN INSTALL MENU.

10. The Main Install menu will appear. Select the following options:

    <q> to quit (remove any diskettes from the floppy drive)
    <y> Yes, to confirm quit
    <a> to reboot the system

    The system will automatically perform a sysload during which several messages will appear on the system terminal. Wait for DONE and then INI messages to be displayed before continuing.

Switch call processing to Core/Net 1

CAUTION Call Processing will be interrupted as Core 1 takes over call processing from Core 0!

- From the active side (Core 0), switch call processing to Core 1
  LD 135

CUTOVR	Tell Core 1 to warm start and take over call processing. Allow Core 1 to come up before proceeding.
****	exit program

Test Core/Net 1

30. *Test Call Processing. This includes, but is not limited to the following:*
    1. *Check for dial tone.*
    2. *Make internal, external, and network calls.*
    3. *Check attendant console activity.*
    4. *Check DID trunks.*
    5. *Check any auxiliary processors.*

    Note: *From this point forward you will be upgrading Core/Net 0.*

Install PSDL file on Core/Net 1

- Place the CP PII Install disk into the MMDU floppy drive of Core 0.
- Install the CD-ROM into the MMDU CD drive of Core 0:
  5. press the button on the CD-ROM drive to open the CD-ROM disk holder
  6. place the CD-ROM disk into the holder with the disk label showing
  7. use the four tabs to secure the CD-ROM drive
  8. press the button again to close the CD-ROM disk holder (don t push the holder in by hand)
- Press the manual RESET button on the Core 0 CP II card faceplate.
- Before the install runs, the system validates hard disk partitioning which takes about five minutes. The screen displays:

  Testing partition 0
  0 percent done... 1 percent done... 99 percent done... 100 percent done
  Testing partition 1
  0 percent done... 1 percent done... 99 percent done... 100 percent done
  Testing partition 2
  0 percent done... 1 percent done... 99 percent done... 100 percent done
  Disk physical checking is completed!
  There are 3 partitions in disk 0:
  The size of partition 0 ix XX MB
  The size of partition 1 ix XX MB
  The size of partition 2 ix XX MB
  Disk partitions and sectors checking is completed!

- At the terminal, press <cr> to start the software installation.
- When prompted, remove the CP PII Install Program diskette and insert the Keycode diskette.
  <a> to continue with keycode validation

<y> to confirm that the keycode matches the CD-ROM release

- When the Install Menu is displayed, select the following option
  <p> To install 3900 set Languages.

- The PSDL Installation Menu appears. Select
  1. Install 3900 set languages

- The list of PSDL files that can be downloaded appears. Select the PSDL file you desire.

THE INSTALL PROGRAM WILL BACKUP YOUR CURRENT PSDL FILE AND WILL INSTALL THE NEW FILE. WHEN IT IS COMPLETE YOU WILL BE RETURNED TO THE MAIN INSTALL MENU.

- The Main Install menu will appear. Select the following options:

  <q> to quit (remove any diskettes from the floppy drive)
  <y> Yes, to confirm quit
  <a> to reboot the system

  The system will automatically perform a sysload during which several messages will appear on the system terminal. Wait for DONE and then INI messages to be displayed before continuing.

Exiting split mode

- From the active side (Core 1), join with Core 0 to establish redundancy:

  LD 135

JOIN	Tell Core 0 to warm start and update its disk image. Allow Core 0 to come up before proceeding.
****	exit program

Test Core/Net 1 and Core/Net 0

5. *Perform a redundancy sanity test using the following sequence:*

LD 135	
STAT CNI	*Get status of CNI cards*
STAT CPU	*Get status of CPU and memory*
TEST CPU	*Test the inactive Core/Net*
TEST CNI c s	*Test each inactive CNI card*

6. *Switch Cores and test the other side (Core/Net 0)*

SCPU	*Switch cores*
TEST CPU	*Test the inactive Core/Net*
TEST CNI c s	*Test each inactive CNI card*

Perform a data dump

6. *Load the Equipment Data Dump Program (LD 43). At the prompt, enter*
   LD 43 to load the program
7. *When EDD000 appears on the terminal, enter*
   EDD to begin the data dump
8. *When DATABASE BACKUP COMPLETE or DATADUMP COMPLETE appears on the terminal, enter*
   ***** to exit the program*

CAUTION *If the data dump is not successful, do not continue; contact your technical support organization. A data dump problem must be corrected before proceeding.*
The PSDL file has now been installed on your switch.

Commands for System wide Flash Download of M3900 sets

LD 97 – Configure parameters for System-wide Flash Download

Prompt	Response	Reason
REQ	CHG	Change Flash Download Parameters.
	PRT	Print Flash Download Parameters.
TYPE	FDL	Flash Download for M3900 Sets
FDTP	t <CR>	Enter M3900 set type selected for Flash Download 3902 = M3902. 3903 = M3903. 3904 = M3904. 3905 = M3905. ALL = All of the above. NONE = None of the above (default). No further prompt; returns to "REQ".
FDTM	(NO) YES <CR>	Time interval restriction for Flash Download NO = Do not change time intervals (default). YES = Proceed to change time intervals **Note 1:** Flash Download is automatically paused one hour before virtual midnight (see TODR in LD 17) to allow midnight routines to run. **Note 2:** This option is not applicable to reporting.
FDAY	d n <CR>	Enter day and number of time intervals for Flash Download. Prompt appears only if FDTM = YES Day is re-prompted until carriage return <CR> alone is entered. d = day of the week (0-6 for Sunday to Saturday) n = number of time intervals (0-4); to disallow download for the day, enter 0. **Note:** If two or more intervals are specified, they must be non-overlapping, non-consecutive, and in increasing order.
FINT	s l <CR>	Enter starting hour and length for a time interval. Prompted n times if n>0. s = starting hour (0-23) l = length of interval in hours (1-24)
FTNR	(NO) YES <CR>	TN range restriction option for Flash Download NO = no TN restriction (default) YES = specify TN range
FSTN	l s c u c u	Starting terminal number for Flash Download Prompt appears only if FTNR = YES.
FETN	l s c u	Ending terminal number for Flash Download

	c u	Prompt appears only if FTNR = YES.
FDNR	(NO) YES <CR>	DN range restriction option for Flash Download NO = no DN restriction (default) YES = specify DN range
FDDN	c d1 d2 <CR>	Flash Download Prime Directory Number range Prompt appears only if FDNR = YES. c = Customer number (0-99) d1 = starting Prime DN d2 = ending Prime DN
FRCE	(NO) YES <CR>	System-wide Flash Download control option NO = Conditional (default). System-wide Flash Download (via FDLS in LD 32) applies only to an M3900 series set whose flash firmware version is different from the version currently found on the system disk YES = Forced. Force System-wide Flash Download to all of the specified M3900 series sets regardless of their current flash firmware versions. **Note 1:** Use this option with caution! Once the download tree is built (i.e., after executing FDLS in LD 32), this option automatically reverts to NO. **Note 2:** This option is not applicable to reporting.
FVER	v <CR>	Flash firmware version specified for full report v = Flash firmware version (0-99) If 0, report all versions (default). **Note:** This option is applicable to reporting only (via FSUM ALL in LD 32).

NORTEL NETWORKS

General Release Bulletin

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Optivity Telephony Manager (OTM) Release 2.10.56

This document provides an overview of enhancements and advisements specific to Optivity Telephony Manager Release 2.10.56. This is the GA (Generally Available) release of the software.

Some of the information from the Beta Release Bulletins has been transferred to the OTM 2.1 NTP's. Information available after the publishing date for the NTP's is contained here in the GRB.

PLEASE NOTE THAT THE GENERAL RELEASE BULLETIN FOR OTM 2.1 WILL BE CONTAINED IN THE README FILE ON THE OTM 2.1 SOFTWARE CD AND WILL NOT BE SENT AS A PAPER DOCUMENT WITH THE OTM PACKAGES.

OTM 2.10 introduces the localized version in French and German and replaces the previously localized version OTM 2.01 and the English only OTM 2.0. It should be noted that OTM 2.10 introduces many new features described in this document and in the OTM 2.1 NTP's.

Please read all of the information in this document prior to loading the software.

For additional GA build information not available at the time of publishing of this document, an update/addendum of this GRB can be found on the Partner Information Centre (PIC) website if such an update is necessary. It will be posted in the General Release Bulletin area.

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1 ADVISEMENTS

1.1 Overview

OTM 2.10.56 introduces the GA cut of OTM 2.1 in English and localized into French and German. Note that only the Desktop User interface portion of OTM 2.1 is translated into French and German. This document covers the features introduced with OTM 2.10.

The main areas of change as a result of the introduction of OTM 2.10 are

- Concurrency with Succession 3.0 software
- Display of Used Set/TN Count
- Support Additional Buffer Box Scripts (NetLink)
- Adds the ability to import data based on TN
- IP Management changes are being made to support IP Line 3.1 within OTM for systems without a signaling server, and launch point into Element Manager for those with a signaling server.
- Localization of desktop user interface
- Supported Upgrade Paths
- Resolved issues in OTM 2.00.50 which are included in OTM 2.10
- Known Issues on OTM 2.10
- Station Administration / Call Party Name Display(CPND)
- Web Station
- Installation
- Station User Interface
- Employee Editor
- Global Preference functions
- Introduces support for English MS Windows XP Professional, dropping support for Windows 98 and Windows NT Workstation in all languages.
- Memory requirement and processor speed requirement changes and third party software updates, required to support Windows XP and new features in OTM 2.1.
- Introduces support for USB dongle in addition to parallel port dongle for Windows 2000 and Windows XP Professional.
- Additional supported systems and systems no longer supported

1.2 Platform Changes from OTM 2.0 and 2.01

The following is an overview of the platform changes from the 2.0 and 2.01 releases to the 2.1 release. More details follow in subsequent sections.

- Introduces support for English MS Windows XP Professional, dropping support for Windows 98 and Windows NT Workstation in all languages.
- Memory requirement and processor speed requirement changes and third party software updates, required to support Windows XP and new features in OTM 2.1.

- Introduces support for USB dongle in addition to parallel port dongle for Windows 2000 and Windows XP Professional.
- New limits on migration paths
- Additional supported systems

1.3 Name Changes for eMobility and IP Line

In an effort to achieve uniformity of naming and terminology, eMobility had been changed to Wireless IP Gateway and IP Line 3.0 has expanded to include Line 3.1 and together they are renamed to IP Telephony.

1.4 Packaging and key codes

This release does not make any changes to the packages within OTM. OTM packages include General, Enhanced, and Premium, plus the unbundled Billing packages and Access Server and DECT for Europe.

OTM 2.1 requires new key codes. Key codes supported on previous releases of OTM will not work with this release.

1.5 Removal of Separate Subnet Checkbox in IP Telephony Application

Please be advised that the separate subnets checkbox in the IP Telephony application has been removed for OTM 2.1. If you have this checkbox checked, before updating your OTM to OTM 2.1, manually configure a second IP address and uncheck the box. Both IP addresses must be unique and correspond to the ELAN and TLAN subnets, one for each. Ensure both TLAN and ELAN cables are connected to the ITG card you are entering IP addresses for. If you do not have this checkbox checked, no action is required.

1.6 Import by TN

In previous versions of OTM, import by DN was possible. OTM 2.1 introduces import by TN as well.

To use this, 2 files are required. One details the fields used and can be done in Notepad as a *.fld file. The other can also be in notepad as a *.txt file or in Microsoft XL to create a *.csv file.

The .fld file could be as follows:

TN
FNAME
LNAME

DEPT
LOC

Then the .txt file would look like this:

"001 0 01 02","Jane","Smith","B234","Level3"
"001 0 01 03","Bill","Jones","C234","Level1"
"001 0 02 06","Jane","Smith","B241","Level4"

The TN or DN has to be the first field in these files.

In the Station Administration Application, select Conversion Utility from the File menu. Then in the Conversion Utility window, go to File, Import data files. Choose the .txt file, then choose the .fld file. Click OK. A status window will appear and report records read and errors found.

2 INSTALLATION

2.1 First Time Installation of USB Dongles

If switching to a USB dongle, first install the OTM software and then attach the USB dongle. The driver for the USB dongle is found on the OTM 2.1 software CD. If the USB dongle is attached to the PC before loading the OTM 2.1 software, your PC will search for a driver. This is not recommended.

2.2 MDAC 2.5/2.7 + JetEngine

Windows NT Server installs MDAC 2.5 (which includes JetEngine 4.0), no change from OTM 2.0.

Windows 2000 SP4 and Windows XP include MDAC 2.7 + JetEngine in the operating system, so OTM does not install, but uses, these components.

2.3 JRE 1.4.2

OTM 2.0 used JRE 1.3.1 version 2.04.01. For OTM 2.1, JRE 1.4.2 is used, which is supported on Windows NT, 2000 and XP.

Some users may experience the following pause in the JRE install routine: At the end of the OTM install, OTM informs the user that it is installing JRE. User is notified that after the install of JRE 1.4.2 the user has to manually reboot the PC. After clicking on OK, the JRE installer runs and appears to install JRE. There is a pause of about 10 to 20 seconds on the PC where nothing appears to be happening. After this time, the JRE install routine

begins. It is possible that the installer for OTM will have already rebooted the server before the second screen appears. This issue is with JRE and not OTM.

Do not choose "custom install" when installing JRE.

To find which version of JRE you have, look under your "control panel -> Java plug-in->About box".

2.4 Provisioning IP sets in Main and Branch Offices

IP sets must exist in both the main and the branch office. From an OTM perspective there is currently no way to treat these separate entries as one. Enough sets need to be purchased for them in both locations, as IP telephones need to be configured on both the main and Branch Office. OTM has no support for this other than adding the phone on both systems via Station Administration. Since the phone must be entered twice visa Station Administration, two TN's are used.

2.5 Supported upgrade paths

OTM 2.1 supports a direct upgrade from OTM 1.20.26, the OTM 2.00 GA load and the OTM 2.01 GA load directly to OTM 2.1. All upgrades to OTM 2.10 require a new keycode. Customers cannot use their existing OTM 2.0 or OTM 2.01 keycode.

Direct upgrades are NOT supported for customers migrating from OTM releases prior to 1.20.26, or from MAT 6.67. For customers with MAT 6.67, OTM 1.0, 1.01 or 1.1, a two step upgrade is required, first to OTM 2.01 and then to 2.1. These upgrades are bundled in a single upgrade package.

Customers on MAT releases prior to 6.67 will need to purchase the appropriate upgrade code for MAT 5.X and 6.X and install OTM as a new installation since a two step upgrade is not supported for these releases of MAT.

Customers on MAT releases prior to MAT 5.X will need to purchase OTM new.

2.6 Dongle Support

OTM 2.10 introduces support for a USB dongle for Windows 2000 Server, Windows 2000 Professional and Windows XP Professional, in addition to continued support for the on board parallel port dongle as in previous releases.

USB dongles are not supported on Windows NT Server or on previous versions of OTM.

Dongle requirements are unchanged from previous releases of OTM, with the following additions:

- Exactly one dongle is to be connected to an OTM server. A dongle connected to a USB port at the same time as one connected to a parallel port is not supported. Likewise 2 USB dongles connected at the same time is not supported.

USB dongles are not supported by connecting through a USB hub. USB dongles are to be connected to USB ports located on the motherboard or on USB PCI cards.

USB dongles are supported beginning with OTM 2.1.

PCI parallel ports support the OTM parallel security device for OTM 1.2, OTM 2.0 and OTM 2.01 releases only, and is for supported on a Windows 2000 Server and Windows 2000 Professional operating system only.
Customers who require this support, but are not on a Windows 2000 platform must upgrade themselves to one of the two supported operating systems prior to installing and using the PCI parallel port for the OTM security device.
Customers on previous versions of OTM, which require this support must upgrade their OTM software to a supported release prior to installing and using the PCI parallel port for the OTM security device.

With OTM 2.10 and later, only onboard (direct from the PC motherboard) ports, either parallel or USB will be supported.

See Installation section for important note on attaching your USB dongle before loading the OTM 2.1 software.

If a USB dongle is not detected after a new system activation, wait a couple of minutes and try again.

2.6.1 Transfer from Parallel Port Dongle to USB Dongle

Migration from a parallel port dongle to USB dongle is supported as is the reverse. To accommodate this, order the transfer code which replaces a parallel port dongle with a USB dongle. This is not the same as the Dongle Replacement Process outlined in bulletin PAA-2002-1650.

When a customer orders a dongle transfer and goes from a Parallel port to USB or vice versa, the old dongle serial number is MD'ed. Keycode issued will be for the new dongle serial number and will not work on the old dongle. The customer is expected to discard the old dongle. This dongle swap or transfer is only for end user licensed dongles, not for distributor or enterprise licensed dongles. Distributors can just simply order more dongles of either type.

3 OS REQUIREMENTS

3.1 OS support

English OTM Configurations are supported on the following operating systems:

- Windows NT4.0 Server + Windows XP Professional client
- Windows NT4.0 Server + Windows 2000 Professional client
- Windows 2000 Server + Windows XP Professional client
- Windows 2000 Server + Windows 2000 Professional client
- Windows 2000 Professional standalone
- Windows XP Professional standalone

Windows 2000 Server and NT4.0 Server are also supported without clients attached. OTM is not able to be installed on Windows 95, 98, ME or NT Workstation

3.1.1 Windows XP Restrictions

Some features introduced in Windows XP Professional either do not apply or cannot be used in conjunction with OTM. Restrictions on Windows XP Professional in order to run OTM are as follows:

- Multi-session is not supported, i.e. two users cannot be concurrently logged into the same PC at the same time and have OTM running.

3.2 OS Service Pack Requirements

Service pack support is required for the following Operating Systems:

Operating System	Service Pack Required
Windows NT4 Server	Service Pack 6a
Windows 2000 Server	Service Pack 4
Windows 2000 Professional	Service Pack 4
Windows XP Professional	Service Pack 1 or 1a

3.3 Engineering Considerations

Expectations are that performance will be as good as OTM 2.0 with the following exceptions:

- CPU utilization during switch retrieval is expected to be lower in OTM 2.1 than in OTM 2.0 due to a buffering scheme added in OTM 2.1 when retrieving characters from the switch. This does not shorten the time to retrieve data but should permit additional concurrent activities. Quantification will be reflected in the OTM 2.1 engineering spreadsheet.
- Windows XP clients may perform slightly slower than Windows 2000 clients of a similar hardware and software configuration due to the nature of the Operating System.
- For Windows Clients, turning off realtime virus scanning for files incoming to the **Nortel folder** improves OTM performance. Do not turn this off for any other folders due to possible security issues.
- Installing Optivity Policy Services (OPS) on the same PC as OTM will likely cause resource conflicts and is not recommended.

3.4 CLEANING UP PC ENVIRONMENT AFTER FAILED INSTALLATION

In the event a major problem occurs in the middle of an OTM installation, there are situations where an unstable system would prevent successful re-installation of OTM prior to the following tasks being performed:

- Delete OTM Navigator and Pervasive shortcuts from the StartUp folder.
- Reboot.
- Delete the OTM directory, e.g. C:\Nortel\OTM.
- Run regedit and delete the "HKEY_LOCAL_MACHINE\SOFTWARE\Normat" key.
- Reboot.

Once these steps are performed, re-install OTM.

3.5 SUPPORTED SYSTEMS

OTM 2.10 supports the following systems and components:

- See NTP for full list of systems supported – note X11 Release 22 is not supported. Lowest supported release is 21.
- Meridian ITG Trunk 1.0 (OTM IP Telephony M1 IP Trunks application)
- Meridian ITG Trunk 2.0 to 2.2 (OTM IP ISDN IP Trunks application)
- Meridian IP Trunk 3.0/3.01 (OTM ISDN IP Trunk application)
- Meridian ITG Line 1.0 (OTM IP M1 Telecommuter application)
- Meridian ITG Line 2.0 to 2.2 (OTM IP Phones application)

- Meridian IP Line 3.0 and 3.1
- MDECT (DMC8 card, and DMC4 with updated loadware)
- Meridian 802.11 Wireless IP Gateway (OTM ITG Wireless Application)

Note: OTM concurrence follows the life cycle plans of the Meridian 1 and Succession systems and components it inter-works with. Some CPU/X11 release/system configurations that have reached their "end of life" cycle, and thus are not supported by Nortel Networks, are also not supported by OTM.

4 DOCUMENTATION AND PEPS

For GA, the OTM customer documentation is included in soft copy (PDF) on a separate documentation CD-ROM. Their will be an OTM Desktop User Guide for OTM 2.10, intended for End Users. Only the Desktop User Guide will be translated into French and German as well as being available in English. This Desktop User Guide is the only documentation available in print and on the documentation CD. The GRB for this release is on the OTM 2.1 software CD as the readme file and will not be available in print.

In order to view the documentation on your PC, you need to have Acrobat Reader 3.01 or later installed. If you do not have this, you will need to download a free copy of Adobe® Acrobat™ Reader (at www.adobe.com).
OTM 2.10 documentation is not automatically loaded onto the PC as part of the software installation process. Use the Setup program on the Documentation CD to copy the OTM 2.10 Documentation to the hard drive of your PC.

4.1 PATCH UTILITY TOOL

This tool will be used as the primary vehicle for installing any PEPs (patches) that are required.
This tool provides the following functionality:

- Track all detailed patch information such as patch version number, date of creation, date of installation, Administration user who installs the enhancement/bug fix and a description of the patch
- Maintain backup folders for each patch
- Uninstall patches
- When using the Patch Utility Tool it might be necessary to re-boot the PC after installing a patch. The tool notifies the user when it is required to reboot the PC.

4.2 WEB ACCESS

Web Access URLs have changed between OTM Release 1.0x and OTM Release 1.1. OTM 1.1 and later are using:
For desktop users: http://<otm web server>
For Administrator users: http://<otm web server>/admin

4.3 PEPs OR SERVICE UPDATES FOR OTM 2.10

At the time of writing, no separately installed PEPs or Service Updates are required for OTM 2.10. Any PEPs or Service Updates generated following the publication of this document will be provided on the Electronic Software Download site on the Partner Information Center at:

www.nortelnetworks.com

Please ensure that you visit this site prior to loading your software for any PEPs or Service Updates that may be pertinent to your installation.

5 OTM 2.1 RESOLVED ISSUES

This is the list of 144 resolved issues having a priority 1 or 2. An additional 551 issues of priority 3, 4 and 5 were also resolved in OTM 2.1 but are not listed here.

Q00753820	Missing BO system after restored "All sites, All systems"
Q00735090	Cannot launch EM from OTM SA without IIS
Q00742365	OTM dongle missing error prevents Login to Web Navigator
Q00754705	MDRCorpdbTypes error pops up while adding a new system.
Q00723820	Scheduler cannot be started
Q00750260	Web Station- Directory Update causes Error: "Data Retrieval Error"
Q00754827	Forms interface looses headers on secondary sets
Q00744919	Upgrade to 2.10.47 failed with DR Watson
Q00722620	Scheduled Ethernet Traffic Collection Fails due to Overlay Conflicts
Q00703579	Global Update of ADN can change Value of MARP
Q00734881	Virtual Office Prompts VOLA and VOUA not available on Succession 1000M large
Q00725069	Web Maintenance-Unable to perform loop back test
Q00744078	Fail to print or print preview all Avotus application such as GCAS, CCR,CCCR,TBS
Q00741464	Cannot install OTM 2.10.48 on WinNT server
Q00741473	Cannot run any commands under Core Equipment from Win, Web maintenance
Q00738852	OTM: Migration cannot be completed from MAT to OTM, generates MDRCORPDBTYPError
Q00739669	Unable to create a template in station admin.
Q00735556	ROS: IP Telephony missing Card Properties values on German OS.
Q00733710	Cannot launch Help in Station and CPND
Q00732616-01	Restrict MOV and OUT operations on acquired TNs
Q00743126	WinXP client performance issues.
Q00730005-01	Unable to Launch CPND

Q00746164	Lost Station data after clone a Branch Office system
Q00749235	Duplicate Location in Station creates database error
Q00749997	Fail to Launch OTM Navigator on build 2.10.51.
Q00752830	Organization Filter Report generates an error.
Q00747693	Error message displayed when Site name is changed.
Q00743126-01	WinXP client performance issues.
Q00749002	Missing some maintenance commands for M3902, M3903 type in PE Units
Q00752615	operation in OTM Navigator with large database take very high response time

Q00707292	Can not Schedule any job through Web Station on WIN 2K Server or Pro with SP4.
Q00673801	LDAP Synch - 15 to 20 sec per record when derived fields are used
Q00705141	End User Keys page does not display in French
Q00671989	Cannot login OTM Web Navigator on OTM 2.10.29 installed on Japanese WinNT Server
Q00633030-01	Cannot open applications of OTM systems on Web
Q00660926	Unable to transmit ACD sets with RPL status
Q00652015	OTM hangs on changing the Machine Type to Succession 1000M Half Group 060"
Q00692152	Cannot configure Branch User BUID and MOTN values using OTM 2.1
Q00682340	Can not launch DECT Application on OTM 2.10.34.
Q00655287	Unable to login OTM 2.10.27 after upgrade
Q00696847	Problem with ITG Node Retrieval window, Succession 1000 systems not displayed.
Q00677993	Error messages when executing commands in Web Maintenance
Q00679007	Install OTM 2.10.32 failed on Chinese Win2K Server
Q00697123	Can't configure IP Line node for Branch Office using OTM2.10.35
Q00678012	Cannot launch Web DECT application with server IP address

Q00672536	Exported CDR missing end time of Call in Fixed Width Format
Q00652830	Fail to run all commands in Web Maintenance on WinXP
Q00701994	Cannot delete Branch User BUID and MOTN values using OTM
Q00723390	"Link to Directory" works improperly in CPND Name
Q00694122	Export - exports No Data, even when status reads successful
Q00677592	Patcher does work properly if different drives selected for OTM install
Q00722614	Support JRE 1.4.2 Standard version instead of JRE 1.4.2 Beta version.
Q00695874	Fail to convert database for ITG IP Telecommuter application during upgrade
Q00694976	Station Changes through Web Schedule (Windows Scheduler) via SEB incomplete
Q00648041	Certain commands for SUTL,CMDU and CNI cards are not supported for 61c CPP m/cs.

Q00709216	CorpDir changed data of existing report if user entered duplicated report
Q00686765	OTM ESN and listmanager send incorrect $modempwd
Q00703590	DV: Rebuild from CPND not working properly, removes names from Station Admin Win
Q00721068	Display Name is blank when creating a new CPND Name
Q00712236	Failed to generate OM report for ITG M1 IP Trunk application on Win2K Server and Pro.
Q00706098	IPL 3.1 card codec could not be changed by OTM 2.10.38
Q00671991	Cannot execute any tasks in Scheduler on OTM 2.10.29 installed on NT Server
Q00719623	Cannot work on Web Station on OTM 2.10.41 installed on Japanese Win NT Server
Q00598128	Traffic trunk report does not work when customized
Q00716303	"Language Selection" Link in Navigator tree missing after upgrade
Q00655299	Unable to launch User Group page.
Q00562655	Primus: NORT110544 : Cannot get LDAP attributes with Netscape Directory 6.1
Q00574196	Internal Call records not being collected.
Q00617585	OTM auto closes if new system is added on the client.
Q00652830	Fail to run all commands in Web Maintenance on WinXP
Q00690682	Cannot launch Key page of a set in Web Station on Chinese Win 2K Server
Q00604637	ESN crashes prior to accessing the modem
Q00656157	ITG Card can not be retrieved when SS Present box checked under Network tab.
Q00598128	Traffic trunk report does not work when customized
Q00677346	OTM Navigator terminated when cloning BO system without choosing Main Office
Q00661070	Upgrading from 1.2 to 2.1 fails
Q00659215	Change Password menu option is not available on WIN 2K Server.
Q00632984	GPF when selecting Zoneview Tab after removing a CSE1K system from zone.
Q00669205	When adding a Media Gateway on CSE1K, OTM close automatically
Q00597445	Station Administration - telephone SCR/MCR keys disappearing
Q00537038	Rebuild Directory stops when error is encountered
Q00562796	Unable to synchronize External Telephone Number attribute to LDAP server
Q00665734	Cannot launch Web DECT Application after upgraded from OTM 2.00.50a to 2.10.29
Q00636880	Cannot login EndUser page by using LDAP authentication
Q00636800	CPND record is getting locked while restoring set from station admin
Q00636797	Employee record is getting deleted from employee directory
Q00655491	Cannot restore survivable systems for a Succession system with SS.
Q00659289	With OTM 2.10.28 fresh install, Navigator is taking long time to launch.
Q00659704	The system hangs on clicking the System button in Terminal Server.
Q00650717	Under GateKeeper Zones view tab, Systems can be deleted while they are opening
Q00649793	The log window hangs when multiple transmission operations happen simultaneously
Q00650503	Unable to change ACD position id information using Global Update

Q00622319	Primus: NORT121440 : Transmit of RPL status set fails
Q00670703	Signaling Server status is not read properly through Matdll.Dll.
Q00631279	Partial Transmission of RPL status sets.
Q00532398	Memory leak in Traffic Collection
Q00646043	Cannot restore BO system from backed up file on OTM 2.10.22
Q00650882	Restore Full OTM failed on OTM 2.10.22
Q00691054	Traffic data not upgraded properly from 1.2 and 2.0
Q00638148	File is not getting installed from the Access Runtime install
Q00653401	New Traffic Files Not Installed
Q00652885	Windows Script error pops up on upgrading to OTM 2.1
Q00661594	Error occurs when delete a BO associated with M1 system
Q00669264	Update System Data does not work properly for Succession RIs 3
Q00586329	GPF when System Web Sites folder of Branch Office is opened in Zone view.
Q00637694	Cannot launch Element Management page from OTM Navigator
Q00655495	Unable to associate Media Gateways with a M1 not having signaling servers.
Q00655492	Unable to restore CSE systems with Media Gateway properly.
Q00654730	isSignalingServerPresent variable not set properly in M1data
Q00640798	Commands for DCH Monitoring not working from IO Ports.
Q00648041	Certain commands for SUTL,CMDU and CNI cards are not supported for 61C CPP m/cs.
Q00666664	Cannot configure key feature SCR on Web Station
Q00599764	Virtual System Terminal connection to Generic System type does not work
Q00648994	GPF occurs when users uncheck and checks the "Link to Directory"
Q00656001	Using Select function in CPND causes GPF error
Q00624634	OTM: Administrator profile doesn't override other profile
Q00664879	IP Telephony application is terminated when selecting Maintenance menu
Q00649826	DSP changes not getting saved for IPL3.1 for a new node for the first time.
Q00499971	ITG T 3.0 only changes the community name of the Leader 0
Q00649193	IP Telephony application does not accept blank TN field in bootptab for SS
Q00688106	Unable to download gatekeeper properties for IPT 3.01 node
Q00651981	Cannot retrieve IPL 2.0 node configuration in IP Telephony
Q00474093-01	OTM does not accept new virtual trunk fields in OM reports
Q00650926	In IPLine30, changes made to configuration parameters are not getting saved
Q00650023	bootptab files created by EM cannot be retrieved and parsed by OTM 2.1
Q00661420	Employee name changes in Employee Editor are not updated into station admin
Q00548031	Selecting CLID_ENTRY in Station Admin causes GPF in matdll.dll
Q00661072	Cannot retrieve station data when using Station Specific Authorization Codes
Q00676890	In Succession 3.0 user can create TN above 80 but in OTM 2.1 user can not.
Q00350728	DBA does not attempt 2nd retrieval if first fails
Q00637783	Cannot edit access rights for application and telephone

Q00581025	Web Alarms stops functioning with user defined device in devices.txt file.
Q00643743	Change in Employee name is not reflected in forms interface UI.
Q00653706	New Machine Names not shown for Succession systems in Report
Q00653702	Media Gateways not deleted for Machines that do not support Succession Rls 3
Q00653662	Machine Type, Release and Issue not reverted back on clicking on Cancel button
Q00543565	Case sensitive Location field causes corruption in Station after Rebuild
Q00610753	Station administration not possible to create a new DECT set above unit 15
Q00664884	Transmit failed when configuring HOT_P feature without value Target DN in PCA
Q00639775	Forms interface allows configuring employees to templates
Q00639861	PCA set, key 1: HOT_P does not have assign button.
Q00552642	GPF occurs if CPND FNAME/LNAME exceeds 27 characters in station forms interface
Q00652066	Can not select Meridian 1 system as main office of Survivable cabinet
Q00730005-01	Unable to launch CPND
Q00722561	all ITG applications disappear after upgrade on German/French OS
Q00750260	Web Station- Directory Update causes Error: "Data Retrieval Error"
Q00700303	DV: About OTM Applications in Navigator window takes long time to open.

6 OTM 2.1 KNOWN ISSUES

This is a list of 45 items that have been identified but not yet resolved. Issues in this section are considered for resolution on subsequent service updates for OTM 2.1 or in future releases of system management.

Q00728306	Admin web page blank after upgrade from 2.01
Q00722565	Fail to launch DECT after upgraded to OTM 2.10.41 on German/French OS
Q00724319	Cannot access telephone on EndUser page with user belongs to Administrators grp
Q00712839	Not able to invoke the existing OTM application after canceling the upgrade setup.
Q00726544	Modem connects fails to use init string in modeminit.txt file
Q00636829	Application error occurs after closing LDAP Synchronization window
Q00703931	DV: On Win NT Server Station Administration window did not open at all.
Q00728249	Document for What's New for Succession 3.0 and real application are not identical
Q00716152	DV CallPilot Admin Client is damaged after installing OTM 2.1
Q00716887	Cannot transmit card properties once changed security of node in IP Telephony
Q00711061	Dr Watson occurred when performing update system data over 5 systems
Q00675327	Cannot update value to an unassigned key in Global Update
Q00632090	Low virtual memory when using Web Station with large database
Q00639799	CPND Name of a MADN isn't updated when user change MARP of this DN
Q00640603	HOT P is not recognized in Global Update

Q00652891	MDR.Eventlog error messages pop up on OsUpgrade from OTM 1.2 to OTM 2.1
Q00653785	Display Name isn't updated when add and sync from LDAP to OTM directory.
Q00691568	Log file displayed wrong info after synchronized data from OTM directory to LDAP
Q00700521	Traffic trunk report does not work when modified options
Q00710244	DV: Old Deleted Generic system is displayed after OTM Upgrade 1.2 to 2.1
Q00711061	Dr Watson occurred when performing update system data over 5 systems
Q00711104	Installation process roll back when upgrading keycode on OTM 2.10.38
Q00711924	Missing confirmation message when executing some commands of CMDU card
Q00712000	Status changed into TRN although SCL transmitted unsuccessfully
Q00712839	Not able to invoke the existing OTM application after canceling the upgrade setup.
Q00724324	Error message popped up when launch System Terminal on OTM 2.1 upgrade from 2.01
Q00734665	During Update system data the Log Window shows incorrect TID.
Q00737862	Only three DN fields are displayed in report of STATION
Q00738608	Transmission of RPL records incomplete if one set gets SCH
Q00738885	Dr Watson message is shown up when retrieving data in STATION
Q00739748	DBA Fails to Launch intermittently on reboot.
Q00742522	DBA error The Handle is Invalid
Q00742909	OTM 2.1 does not un-install does not remove all files (different drives).
Q00743446	ASP error occurs on Edit Custom Help page
Q00745211	Report file in Corporate Directory displayed incorrectly
Q00760673	Cannot launch Consolidate Call Cost Reports on Chinese Win2K Server SA
Q00745767	Maintenance Windows PE Units Displays Status with TBUG613
Q00746169	Display wrong number of Intrazone Call Made in Intrazone Etherset Data report
Q00746432	Retrieving PCA set in OTM does not fill in the HOTP key information
Q00749052	IP Telephony - Retrieval Node takes too long to Launch.
Q00749919	Errors occur on Export file with HTML 3.2 format in Traffic Analysis
Q00751754	ODBC error displayed when copying some help files to custom directory
Q00751880	New M3903 set with ADL on Key 3 adds key 4 and fails
Q00753821	Some problems found in GCAS application
Q00754708	Failed to launch EM Page when customer 0 is not configured.

6.1 **GCAS**

In the GCAS application main window, when values are entered for a New Bill Type under the folder "Quantity-Based Billing" and then this file is exported, the column ItemTime and the data displayed at column ItemDate in Access and Excel are different:

- Access file: Displays date and time at column ItemDate.
- Excel file: displays date at column ItemDate.

This also happens with Time-BasedBilling and Destination-Based Billing.

When a user imports New Bill Type of Quantity Based Items, there is a default item "Quantity Based Items" displayed under the File/Table Name drop down list. If user does not change to name Quantity_Based_Items in the drop down list and click on OK button, a warning message pops up: "Invalid File/Table Name". Click OK to bypass the message and change the name to Quantity_Based_Items in the drop down list.

Reference Q00753821

6.2 Missing Help

When instances of missing help are discovered, please consult the appropriate NTP for the Help information.

There may be some discrepancies in information found in the documentation and the actual application. These are being addressed and appropriate updates will appear in bulletins or future documents as appropriate.

6.3 Keycode Entry

During an upgrade, it may be necessary to enter the keycode twice.

Reference Q00711104

6.4 Correction to Station Admin Documentation

Sync status of SWP records cannot be changed through global update

Example:

1. Customer sets up two sets to SWP.
2. During the transmit the transmit fails.

If SWP fails before it outs the sets from the PBX then there is a no requirement to change the status of the SWP - just retransmit.
If it fails to out the sets after the transmit then change SWP to TRN first, then to New thru Global update and transmit.
After the transmit fails, there's one record still in SWP status. Choose this record and go to Global Update and change status to TRN then to NEW and transmit it to switch.

To change SWP in Global Update set Old value as "*" and New Value as "TRN".

Reference Q00741527

7 OTM CONCURRENCY WITH MERIDIAN 1 25.47 and SUCCESSION 3.0

7.1 Overview

"ANSI T1.619a MLPP Support on M1" and "DSN Enhancements on M1" are the only two features supported on X11 release 25.47. All other features are supported only on Succession 3.0.

7.2 Multi-Customer Support

Create different systems, configuring only the respective customer number and Login Username and password, along with Dial Plan. This will ensure each customer only sees their own information.

All customer related information is only used internally within OTM and not transmitted to the M1.

Connection to the switch is done based on the communication profile entered in OTM and by entering different login User ID's and passwords on each OTM server. In this manner, it is possible to retrieve data for each customer on the switch separately.

If multiple OTM servers are all configured with customer 0, data could be retrieved from different customers on the same switch. Multiple systems can be defined in OTM, each system connecting to the same switch but retrieve from a different customer.

7.3 ESN Analysis and Reporting Tool

ESN ART application of OTM is used to administer the dialing plan (UDP/CDP) used in the Meridian1 switch.

The new prompt "MLSD" at Network Control Data, while configuring the Network Class of Service. This field accepts six-character hexadecimal value in the range 0 to FFFFFF. This new prompt is visible in the NCOS 11-Properties window only if the package-68 is enabled. The ESN Report is changed.

7.4 Call Centre Transfer Connect

The Call Centre Transfer Connect feature also called User to User Information (UUI) feature provides User to User Signalling (UUS) supplementary service on various ISDN PRI interfaces supported on Meridian1 connected to different CO switches.

The Meridian1 feature enables a user to send/receive a limited amount of information to/from another user over the signalling channel in association with a call to the other user. This information shall be passed transparently (i.e. without modification of

contents) through the network. The network shall not interpret or act upon this information. Meridian1 extracts the UUS information passed over ISDN interface and sends it over ELAN interface to SCCS. SCCS can then pass this over to the third party CTI Application. This feature supports only the Target Party functionality of AT&T Toll Free Transfer Connect Service feature.

The information exchanged between two ISDN users is referred to as User-to-User Information.

This X11 feature is bundled in a new package 393 and is shown in the Packages section of the System Properties window.

The package information could be retrieved from a switch by running Update System Data.

7.5 SUCCESSION 3.0 Succession Branch Office

The Branch Office feature is being ported from CSE 1K, Release 2 to Succession 3.0. The Main Office can be either a large or small system.

The Succession Branch Office provides a means of extending the Meridian1 features offered by a Meridian switch at a main office across the WAN to one or more branch offices. In case of a WAN failure, the Succession Branch Office offers survivability to the internet telephones at the branch office by providing call processing capability for extension to extension calls within the branch office and local PSTN access via local trunks.

The OTM 2.0 Navigator currently provides support for adding a BO to a CSE 1000 Release 2.0 system. The OTM 2.1 Navigator is modified to provide the same support to a Meridian1.

The feature BUID and MOTN are made available for configuring Internet telephones on the Branch office, only if the package 390 (SBO) is enabled. These features are not available for Internet telephones' configuration, if package 390 is disabled.
In OTM 2.1 the feature MOTN accepts both LSCU as TN format for Large systems and CU format for small systems. Any other input results in the TN validation failure.
Configuration of MOTN with both format (LSCU and SU) is done from Feature tab and Feature Group tab in Station Administration.

Validation of TN for MOTN is based on TN format i.e. LSCU and CU and not on the machine type.

In OTM 2.1 Succession 3.0, the BO feature is renamed as Succession Branch Office and is applicable to Meridian1 systems as well. This means that, though BO itself could only be a CSE system, the Main Office can be both CSE 1K and Succession systems, which again can be either a large or small system.

The modifications made for Maintenance Windows and Web maintenance pages during the BO Support in OTM 2.0, holds good for OTM 2.1 and Succession 3.0. However, some new Branch Office Login statuses have been introduced for the SBO support which

are not supported in OTM 2.0. Some statuses are removed. OTM 2.1 needs to support these inclusions and deletions. The following table shows the difference between the existing Branch Office Login statuses and the new statuses introduced for SBO support in Succession 3.0:

Login Status #	Description in CSE1K R2	Description in SUCCESSION 3.0
0	Initialize status	Same as CSE1K
1	Branch User Login	Same as CSE1K
2	Branch User Local Test	Same as CSE1K
3	Branch User Config	Same as CSE1K
4	**Branch user forced logout (Preemption)**	**Not Applicable**
5	Branch User Forced Logout (F/W Download)	Same as CSE1K
6	Branch User No Branch Password Provisioned	Same as CSE1K
7	Branch User Locked from Branch Password Retry	Same as CSE1K
8	**Branch user no main password provisioned**	**Not Applicable**
9	**Branch user locked from main password retry**	**Not Applicable**
10	Branch User Gatekeeper Unavailable	Same as CSE1K
11	Branch User Gatekeeper User Unknown (user id - TN combination unknown)	Same as CSE1K
12	Branch User Main Office Unavailable	Same as CSE1K
13	Branch User Main Office User Unknown	Same as CSE1K
14	Branch User Firmware Out of Sync	Same as CSE1K
15	**Not Applicable**	**User ID already logged in by another Branch User at MO, and active on a call**
16	**Not Applicable**	**BUID entry in Gatekeeper database has Branch Office node as endpoint**
30	Virtual Office Login	Same as CSE1K
31	**Virtual office forced logout**	**Not Applicable**
32	Virtual Office Locked from Login	Same as CSE1K
X	Unknown, x is number not defined above	Same as CSE1K

7.6 Corporate Directory support for Internet Telephones

Corporate Directory is an existing set feature which is currently applicable for M3900 sets and for Internet Telephones on CSE Release 2. A system database is created by OTM from either the configured DN information or retrieved from a corporate LDAP server. This database is downloaded and stored on the PBX CPU platform and is then accessible from the M3900 sets and for Internet Telephones on CSE Release 2. The operation of the feature is nearly identical to how it is used on the Taurus terminals. By pressing the Directory key on an Internet Telephone, the customer can access the corporate directory list and select to dial. This feature is supported on Internet Telephones: i2002, i2004 and i2050.

To enable this feature, CRPA (Corporate Directory) Class of Service should be enabled for that particular TN.
The Corporate Directory feature is configured for Internet Telephones from Station Administration by clicking on the Features button, which displays the Features Dialog containing the Features and Feature Groups that are applicable for that set. In the Features Dialog the 'Features' radio button is chosen to list all the features. From that list, the user chooses CRPA, which pops a dialog showing the CRPA feature. By default it is set to denied.

In Web Station, CRPA is configured by choosing the set from the Telephones Page and then clicking on the Features button. This shows the Features Page, which lists all the features applicable for that particular set. To set the CRPA to allowed or denied, the user scrolls down to the feature on the Features web page and clicks on the Combo Box which has the values Allowed or Denied. i2002 set in Web Station with CRPA feature

CRPA feature is applicable to the sets i2002, i2004, i2050, M3903, M3904, M3905 only.

7.7 TN License Feature

There is a change in the way OTM 2.1 will display the sets consumed and the sets displayed. In OTM 2.1, the sets consumed and sets licensed information is displayed in the OTM Navigator window under the "Help" menu, "TN Licenses". Depending on the number of sets and systems being managed, this calculation may take a few minutes to come up.

The sample sets provided in OTM are not counted while calculating the TN License. When user uses 90%-100% of the licenses, a warning message "***Your TN licenses (90%) is nearly exceeded. Please contact your vendor to get more licenses.***" is displayed to the user. Similarly when the user exceeds the 100% licenses another error message "***Your TN license (100%) is exceeded. You are now in violation of your license agreement with Nortel Networks. Please contact your vendor to get more licenses.***" is displayed.

7.8 Station Admin, Web Station and CPND

There are applicability checks based on System Type and software release in Station Admin and Web Station code. The Station Administration and Web Station are changed to support the new software release Succession 3.0.

NOTE: When opening the Station or CPND windows, please allow more than 60 seconds to pass between opening one window and opening the next window.

To address an issue specific to a Succession System with Signaling Server Enabled, where the CPND window does not launch properly, please perform the following procedure:

1. Kill "MDRRTCtolMc.exe" in Task Manager.

2. Message box with title "MDRCOM16" with message 'Invoke() failed 260' appears on STATION and CPND.
3. Click on OK.
4. STATION and CPND will be launched successfully.

This only occurs if the user opens a Station and CPND window within a minute of each other, then OTM will lock up. The above is a manual recovery procedure.
Reference: CR Q00730005-01

7.9 ESN ART Changes

7.9.1 Create ESN Database Changes

User can create database for the customer by following three ways in the ESN ART application.

1. Copy from the existing database.
2. Retrieve data from PBX.
3. Create an empty database.

In OTM 2.1, when user selects the first option, Succession systems are shown in the list along with the Meridian1, CSE and Branch Office systems.

7.9.2 'Equipped ESN Packages' Report

The 'Equipped ESN Packages' report displays machine type.

7.10 DBA Changes

7.10.1 New Live Session

In OTM 2.1, when a new Live Session to the PBX is started, the system list displays Succession systems along with Meridian 1, CSE 1000 and Branch Office systems configured in OTM Navigator.

7.10.2 New Scheduled data retrieval / PBX Database Backup

In OTM 2.1, the list of systems for data retrieval /PBX Database Backup displays Succession Systems along with Meridian 1, CSE 1000 systems and Branch Offices configured in OTM Navigator.

7.11 LDAP Sync Setup & Logs Changes

In OTM 2.1, the Synchronization tab of LDAP Sync Setup & Logs lists all Succession systems along with Meridian 1, CSE 1000 and Branch Office systems configured in OTM Navigator.

8 Last page of document

Nortel Networks
CallPilot Mini Rels 1.5GA
1.5.68 Release Notes
(CP Mini 1.5 D)

Issue 1.5.68.1 Oct 07, 2004

ABSTRACT

This document provides a status update of the CallPilot Mini current S/W release. The release discussed herein is 1.5. The S/W load released is Build 1.5.68

The overall purpose of the document is to provide insight into the existing issues, limitations and/or restrictions, which existed at the time of this S/W release. This document is intended for support of this S/W.

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1 Introduction

1.1 Intended Audience

This document contains notes on the software build specified above. The intent of the document is for support of CallPilot Mini R1.5GA software.

1.2 Timeline for Software Upgrade

- Upgrade for CP Mini R1.5GA s/w, the estimated time is 10 – 15 minutes.
- For CP Mini system to bootup, the estimated time is 3 – 5 minutes.
- For addition of each mailbox, the estimated time is less than 30 seconds.
- For enabling a keycode, the estimated time is less than 30 seconds

1.3 CP Mini Keycode Upgrade

- For CP Mini systems, keycodes can be retrieved from the Nortel Networks Keycode Retrieval website.
- CP Mini Voicemail system is enabled with 20 mailboxes by default.

1.4 Software Release Information

R1.5GA S/W release: 1.5.68
Bootloader release: 1.5.21
DSP release: 1.50.51.A8
Desktop Client 1.07: 1.07.11.30 (see section 6.2 for languages supported)
Desktop Client 2.01: 2.01.27.11(see section 6.2 for languages supported)

CP Utilities:
BRU tool: 2.0.55.00
Language Configuration Tool: 1.5.66
CPModemSecure Tool: 1.1

Software Packages available for CP Mini R1.5
English (North American) & French (Canadian)
Spanish (Latin American) & Brazilian Portuguese
English (UK) & French (European)
Australian English & Cantonese

1.5 Voicemail General Information

- Connections to CallPilot Manager can be made by just specifying the IP address (eg. http://192.168.110.10)
- The system is only capable of supporting two languages. Refer to section 5.3 for the list of supported languages.
- Routing codes must be used to dial external extensions with the telset player from desktop or CallPilot Manager.
- Code has been added to keep track of the number of open file handles. From the VoiceWizard prompt, type "filehandle" to display the current number of open file handles.

2 Known Issues & Workarounds

2.1 Voicemail

2.1.1 CRs (raised during PV) open on CP mini 1.5.64

- Q00963733 - Networking doesn't work when configuring environments with a DNS
- Q00961490 - Microsoft Outlook 2002 auto-closed when icon Desktop Messaging still not release
- Q00962335 - The Custom Form is not launched when opening Voice Message
- Q00927587 - Percentage of call failure rate climb to 0.5% on CP Mini 1.5.59
- Q00959466 - Help files not in sync
- Q00961522 - Pressing the Refresh button in CCR Tree Properties window results in warning

2.1.2 Other known issues

- [Q00447612] Voice Record Window fails with 'real world' remote phone numbers.
  Impact: This impacts administrators only in situations where only a single trunk is available.

- [Q00746412] CP150: 4-10 Second Delay on message playback using Unified Messaging
  Impacts:
  Workaround: User must be aware.

- Problem: A problem with using Microsoft Internet Explorer build 5.00.3105.0106CO has been discovered. Odd behavior (abnormal page loading, etc) has been observed on CallPilot Manager using this version of Internet Explorer.
  Workaround: This is a "non-mainstream" version (this IE is the base version with win 98 plus Service Pack 1, and 128 bit encryption) of the application, and should not be used for CallPilot Manager testing.

- Problem: When the user logouts of the CallPilot Manager manually, as long as you are within the 10 minute password timeout period, you can use the "Back" button in the web browser to go back to the previous pages.

- To retrieving keycodes for new hardware due to Out-of-box or Early life failures, please refer to ITAS – TIP 296 NA document.

- There is no feedback from Voice Review/Record window (eg: no error message if phone is not answered, no warning messaging when trying to play but greeting has not been recorded yet, etc)

- When using Voice Review/Record page, and user presses the "Play" button and a set is called, often the user must press the "Play" button again to hear the recording because it may have stopped during the call to the set.

3 CRs Fixed

To enter CR's against the CP R1.5 voicemail product, please fill in the following fields:

Product:
NORSTAR_CP100_SSA-CC
NORSTAR_CP100_SSA-VM
NORSTAR_CP100_SSA-MIS
NORSTAR_CP100SsaCcmis

3.1 Voicemail

3.1.1 CRs fixed in 1.5.68

CRs fixed in 1.5.68:

CR Id	Priority	Title
Q00987365	3	Cp mini 1.5.59 does not allow you to access some mailboxes.

CRs fixed in 1.5.67:

CR Id	Priority	Title
Q00955524	2	No greeting plays after xfer to mailbox on busy from Auto Attendant
Q00929415	5	Introduction of Japanese language to CallPilot

CRs fixed in 1.5.64:

CR Id	Priority	Title
Q00896115-01	3	Minimum message length tool is not included in UM/CP GUI or in the docs
Q00777960-03	3	Fontana School Board: request to block AA DN/Name dialling by time of day
Q00903350-01	5	Introduction of IrishEnglish prompts for CallPilot
Q00903349-01	5	Introduction of Hebrew language to CallPilot
Q00934496-01	4	CP 3.0 - System Properties: Minimum message length's units are confusing

CRs fixed in 1.5.61:

CR Id	Priority	Title
Q00944361	2	CallPilot board is not capable of recognizing Q23 codes sent by the PBX

CRs fixed in 1.5.60:

CR Id	Priority	Title
Q00249981-01	3	"Return to AA" feature with M1 and Matra systems
Q00858161	5	Supress the Nortel greeting voice prompt on Matra

4 Operations, Administration and Maintenance (OAM)

4.1 Software Upgrade Procedures

4.1.1 Bootloader Upgrade

To verify the Boot Loader version the CallPilot Mini must be connected via serial cable to a Personal Computer running a terminal emulation package.

CP Mini s/w version	Bootloader shipped with s/w version	Minimum Bootloader version
CP R1.5.68	1.5.21 **	1.5.19

** The 1.5.21 version of the bootloader contains a fix to activate the Ethernet LEDs during bootup. It is not necessary to upgrade to the 1.5.21 bootloader unless this fix is required for the aforementioned CallPilot s/w versions.

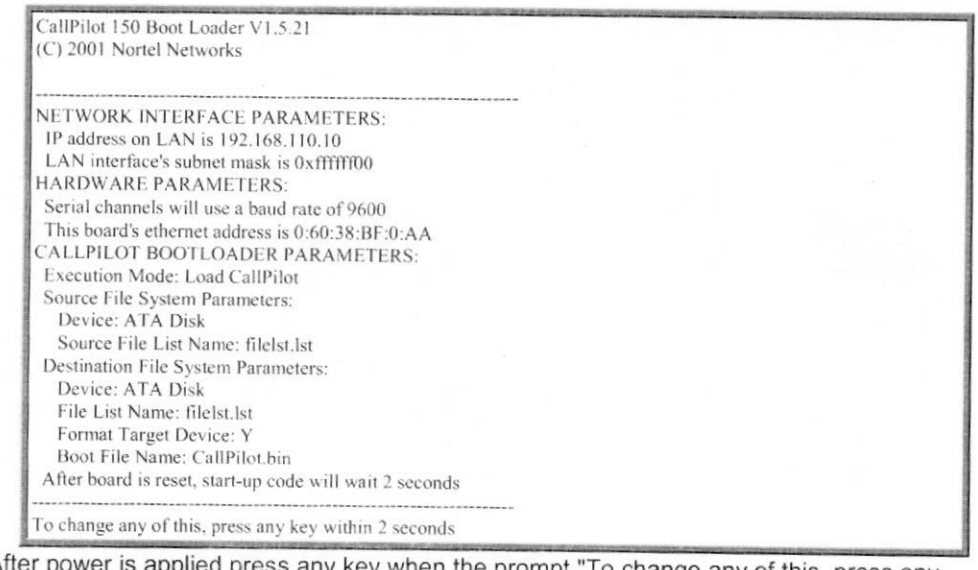
4.1.2 CallPilot Mini R1.5GA Software Upgrade from ATA Flash Card

Note: When upgrading software within the CallPilot 1.5GA Stream, it is not necessary to utilize a serial connection. If for any reason it becomes necessary to view the upgrade messaging use the serial connection setup shown here.

The software upgrade procedures are described in CallPilot Mini Release 1.5GA Software Upgrade Addendum. For instructions in French, please refer to CallPilot Mini Version 1.5 Addenda sur la mise à niveau logicielle.

4.2 Changing Hardware Parameters

It is not normally necessary to modify the hardware parameters via the CallPilot serial port. If it is required to change the hardware parameters via the serial port then please follow the following procedures.



- After power is applied press any key when the prompt "To change any of this, press any key within 2 seconds" is displayed to enter the change hardware parameters dialog.

- For each option press enter to accept the default value, otherwise enter the new value and press enter

Press c to continue (boot) when prompted to do so

5 Utilities

5.1 CP System Backup-Restore Procedure

- Copy the executable file, CallPilotBRU.exe, from CP Utilities zip file to a location on your local PC.
- Select the Backup/Restore item under Operations in CallPilot Manager. Close the browser window. The CallPilot system will reboot automatically into safe mode.
- Create a directory on your PC to hold the files if performing a backup or getting logfiles.
- Run the Backup/Restore utility
- Boot the CallPilot to return to its normal state.

For specific instructions, please refer to Nortel Networks documentation *CallPilot Mini Installation and Maintenance Guide*.

5.2 CPModemSecure Tool

To activate the modem, follow the steps described in CallPilot Modem Access.ppt document. This should only be done during non business hours.

- You must configure the modem password and login into the system administrator's mailbox using the modem password rather than the system administrator's password. Once the modem password has been accepted you will hear "one moment please".
- "one moment please" is played repeatedly while the system attempts to acquire the resources to enable the modem. If the resources can be acquired you will hear a countdown "5", "4", "3", "2", "1". This is your queue to transfer the call to your modem. If resources cannot be acquired you will hear "one moment please" repeated 5 times followed by "exiting the system, goodbye".
- User must be on an external line for the modem resources to be acquired. If user is on an internal line the call will be dropped with "exiting the system, goodbye" after the modem password is accepted.

5.3 Language Configuration Tool

Please see the associated document for details: CallPilot Language Configuration Utility.doc under Language Configuration/ folder in the CP Utilities zip file. (See section **¡Error! No se encuentra el origen de la referencia.** for information on how to access these utilities).

CP Mini R1.5 D Supported Languages (available now):

English (North American)
English (UK)
French (Canadian)
Spanish (Latin American)
French (European)
Cantonese
Danish
Dutch
English (Australian)
German
Italian
Mandarin (Taiwanese)
Norwegian
Portuguese
Spanish (European)
Swedish
Arabic
Russian
Finnish
PRC Mandarin
English (Irish)
Hebrew
Japanese

6 CP Unified Messaging

6.1 Installing Unified Messaging Desktop Client

To use Unified Messaging the Desktop keycodes must be installed/entered. Presently, there are two streams of Desktop Client software; the correct one to choose depends upon the language being installed. Please see section 6.2 for the Desktop client software versions).

To install the desktop client, the "Desktop Client.zip" file needs to be downloaded to a local directory. (See section 6.2 to determine which version of the Desktop Client supports specific languages).

After the download, extract this file to a temporary local location.R

- Run the "setup.exe" to start the installation process.
- Respond to the dialogue box questions.
- Enter your mailbox #. This mailbox # will also be the extension being called if you are using the telset player.
- Enter the server name.
- Enter the the SMTP/VPIM prefix if it exists on your current system.
- The search base should ALWAYS be: ou=users,ou=callpilot

Voicemail by default uses only 1 VOICE channel for outgoing calls. If you wish to use more than 1 telset Player session at a time, you must increase the number of outcalling channels. This can be done under Configuration->System Properties->Max outcalling channels. Increase it to approximately 50% of the TOTAL number of voice channels you have. (if the system is 8 ports, set this to 4).

Refer to the Nortel Networks documentation.
For English, *CallPilot Mini Installation and Maintenance Guide (m1_5binstall.pdf P0604219).*
For French (Euro), *CallPilot Mini Installation and Maintenance Guide (m1_5binstalef.pdf P0990669)*

6.2 Unified Messaging Desktop Client Versions

The following depicts which Desktop Client software is needed depending upon which language is being installed.

Language	CallPilot 1.07 Client	CallPilot 2.01 Client
English		X
Chinese		X
Dutch		X
German		X
French		X
Italian	X	
Spanish	X	
Danish	X	
Norwegian	X	
Swedish	X	
Portuguese	X	

7 Supported Software

7.1 Operating Systems

The following OS are supported by CP Mini R1.5GA:
Windows 95B
Windows 98 SE
Windows 2000
Windows XP
Windows NT 4.0 SP6a

7.2 Internet Mail Clients

Microsoft Outlook Express – 5.x
Microsoft Outlook Express – 6.x
Microsoft Outlook 98 (Internet Mail Mode)
Microsoft Outlook 2000 (Internet Mail Mode)
Microsoft Outlook 2002 (XP) (Internet Mail Mode)
Netscape Messenger (Netscape Communicator) – 4.7x
Netscape Messenger (Netscape Communicator) – 6.2x
Netscape Messenger (Netscape Communicator) – 7.0x
Qualcomm Eudora Pro – 5.x

7.3 Groupware Email Clients

Microsoft Outlook 98 (Corporate Mode)
Microsoft Outlook 2000
Microsoft Outlook 2002 (XP)
Lotus Notes 4.6x
Lotus Notes 5.x
GroupWise 6.x

7.4 Web Browsers

Microsoft Internet Explorer 4.0
Microsoft Internet Explorer 5.0
Microsoft Internet Explorer 5.5
Microsoft Internet Explorer 6.0
Netscape 4.0
Netscape 4.5
Netscape 4.7
Netscape 6.0
Netscape 6.1
Netscape 6.2
Netscape 7.0

NORTEL

CallPilot Release 4.0 Service Update 1
Date: 07 December 2005

Service Update 1 for CallPilot 4.04

Description:

This package contains Service Update 1 (SU01) and all General Available CallPilot 4.0 PEPs required to be installed on a server that has been installed with, or upgraded to CallPilot 4.0 (build 04.04.04.00.).

CP40404SU01S CallPilot Server Software CP4.0 SU01:

This package includes many fixes and enhancements to the CallPilot Server software. For a detailed list, please refer to the section "List of Fixes and Enhancements included in Service Update 1" at the end of this document.

CP40404SU01S now becomes a prerequisite for installing all future PEPs on CP4.0 until the introduction of SU02.

Important

It is required, that all CallPilot Manager software be upgraded to the latest version.

It is required, that all Application Builder Clients be upgraded with the latest version of Application Builder.

It is required, that all CallPilot Reporter software be upgraded to the latest version.

PEPs for CallPilot Server (inside this package)

This SU contains the following General Available CP4.0 SU01 PEPs. These PEPs will be automatically installed with the installation of CP4.0 SU01.

General Available CP4.0 SU01 PEPs:

PEP Name	CR	Title
CP404S01G18S	Q01241548	All calls have digitized or Garbled Voice
CP404S01G17S	Q01260543	M1 High Cap system stopped answering calls 11 hours into load test with SU1 PEP
	Q01197878	CallPilot not answering calls for 20 minutes
	Q01211286	IMAP service crashes frequently with event 41505 rc=243
	Q01153542	Events 38007, 58207, & 55213 cause RNA

	Q01183921	CallPilot is experiencing RNA when we make changes in DB values
	Q01182198	CallPilot says "CallPilot is up and able to accept calls" in error
	Q01212214	MTA handles to the registry were not being released
	Q01198237	Upgrade Wizard utility can not continue after selecting backup medium
	Q01184250	T1: ELAN and CLAN addresses swapped in SysMon
	Q01195924	IMAP server shuts down and restarts after changing subject line from IMAP client
	Q01082197	The default value of Maximum prompt size is not correct
	Q01098052	CallPilot desktop client fails to open some faxes intermittently
	Q00858851	CallPilot fails to drop-release DSP if not recording any command during training
	Q01206692	Fails to migrate the temporary remote users
CP404S01G12S	Q01174975	"Please begin transmitting the fax now" prompted by Express Fax Messaging
	Q01214442	All Ports Busy Condition - causing RNA
	Q01232454	IMA Terminations with AMIS Networking

For more details on the individual PEPs, please refer to the readme.txt file included with each PEP.

Installing SU01:

Please read this section in its entirety before proceeding.

PEP CP40404SU01S is intended to be installed on a CallPilot Server running CallPilot 4.0 software (build 04.04.04.00).

Note 1:

You must install both PEP CP40404SU01S and the latest CallPilot Manager (CP404S01G11C or later) on the CallPilot Server at the same time. Just follow the instructions below.

The readme.txt file contains short instruction on how to install both PEP CP40404SU01S and CallPilot Manager (CP404S01G11C or later) on the CallPilot Server. You can use this document or the readme.txt file as a guide to install PEP CP40404SU01S and CallPilot Manager.

Note 2:

If you are using CallPilot Reporter, you must install the latest CallPilot Reporter version. If you are using the AppBuilder application, you must also install the latest AppBuilder version.

Note 3:

Ensure there is a recent backup available prior to installing this Service Update. It's always recommended that a backup be performed (or split RAID) just prior to performing any server maintenance activity to ensure the most recent customer data is available should a restore be needed.

Step by Step instructions for installing PEP CP40404SU01S and CallPilot Manager on the CallPilot Server:

The installation of PEP CP40404SU01S should take place from the D:\TEMP folder:

- If you are going to install SU01 using the PEP CD, copy the CP40404SU01S folder to the D:\TEMP folder.
- If you are going to install SU01 using the Enterprise Solutions PEP Library (ESPL), then download CP40404SU01S.exe from ESPL and unzip the CP40404SU01S.exe to the D:\TEMP folder.

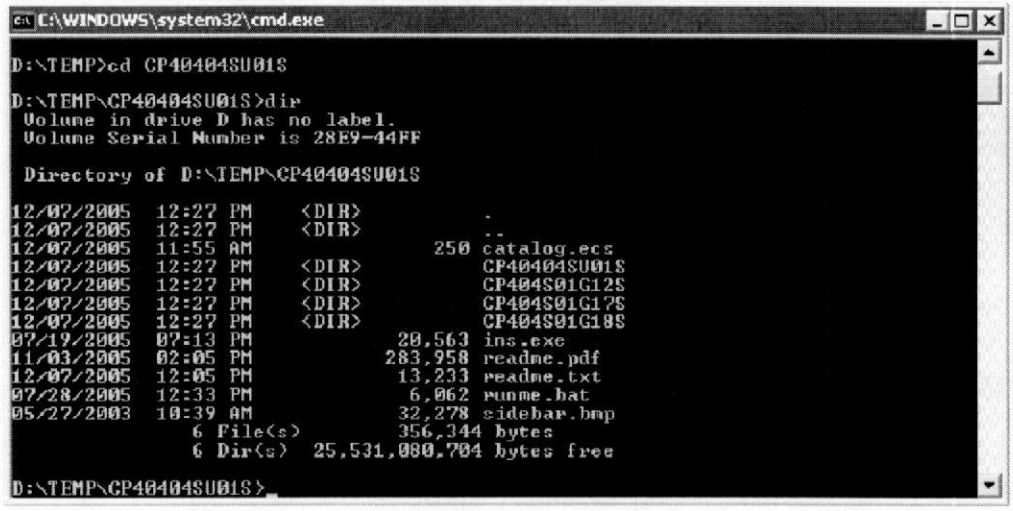
The installation of CallPilot Manager should take place from the D:\TEMP folder:

- If you are going to install CallPilot Manager using the PEP CD, copy the CP404S01G11C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP404S01G11C.exe from ESPL and unzip the CP404S01G11C.exe to the D:\TEMP folder.

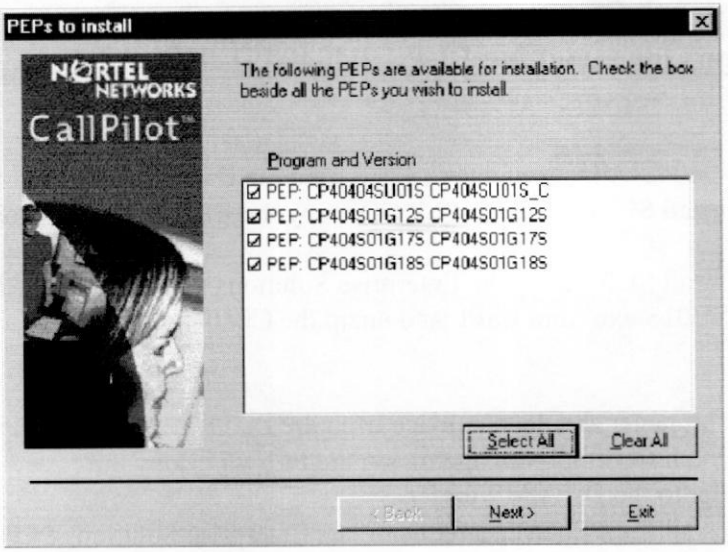
Installing PEP CP40404SU01S

1. Close all programs currently executed on the CallPilot server.

2. Open the command window and change the current folder to the D:\TEMP\CP40404SU01S folder.



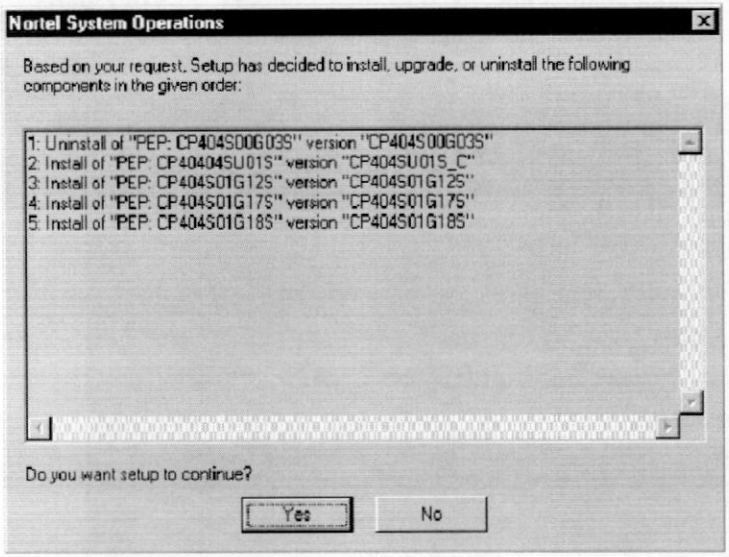
3. Launch the RUNME.BAT included in the D:\TEMP\CP40404SU01S folder to start the installation.



4. You will be prompted to select the PEP to be installed. Click on the "Select All" button.

5. Click on the "Next" button to continue.

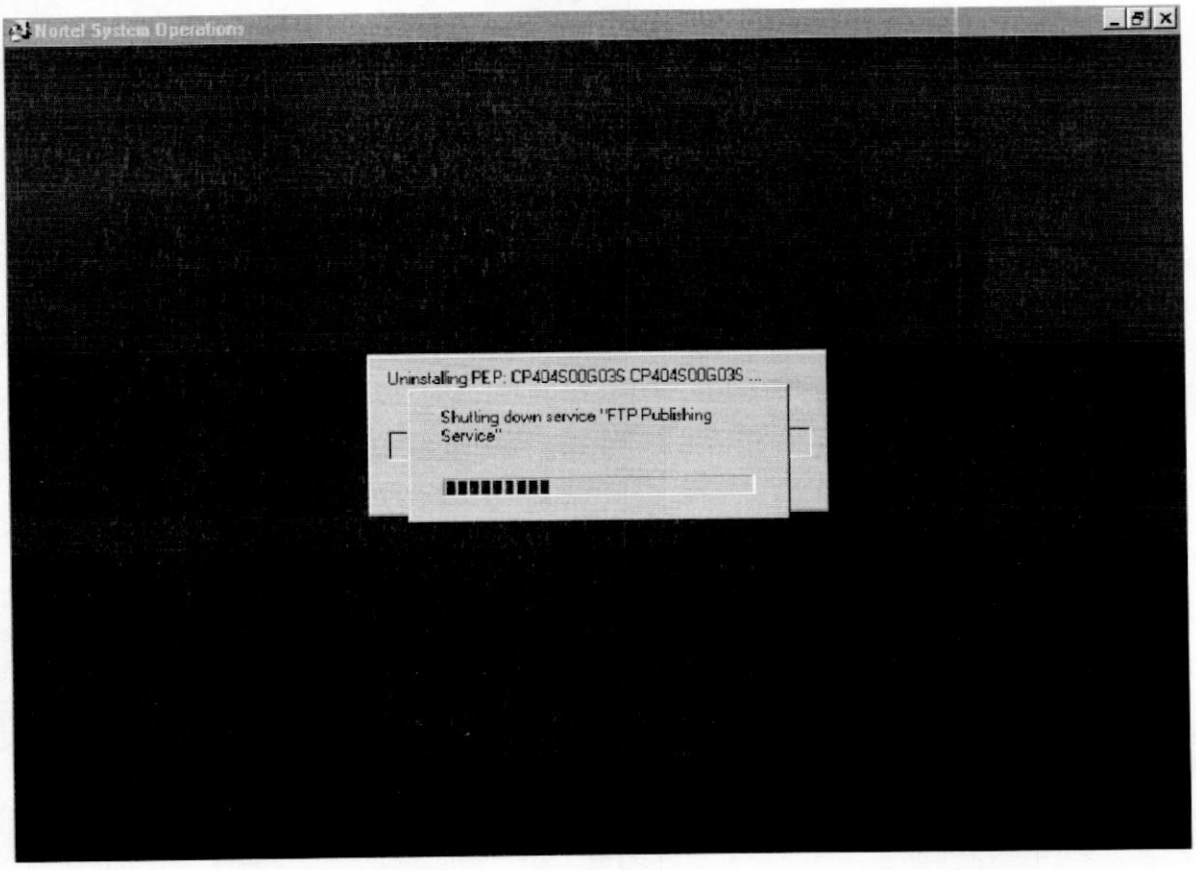
The setup routine will analyze a set of installed PEPs, you will be prompted to uninstall the previous PEPs.



A list of PEPs to uninstall on your CallPilot can be different from the list on the picture.

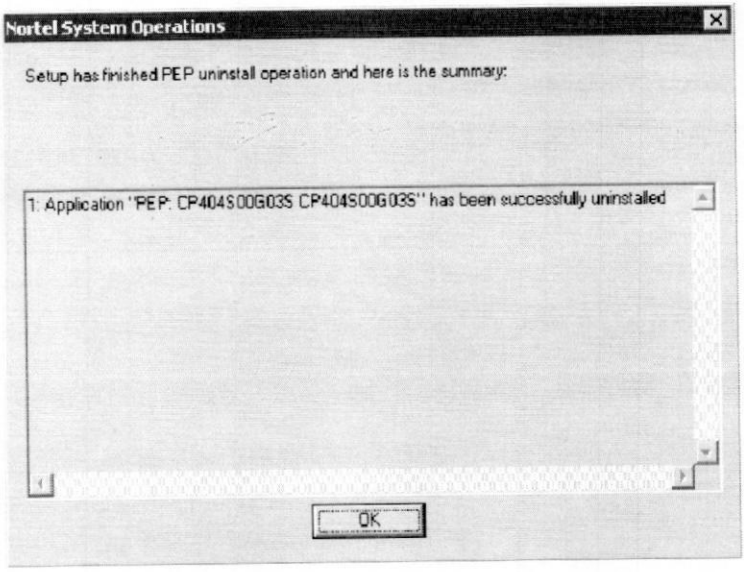
6. Click on the "Yes" button to continue.

Setup starts to uninstall PEPs.

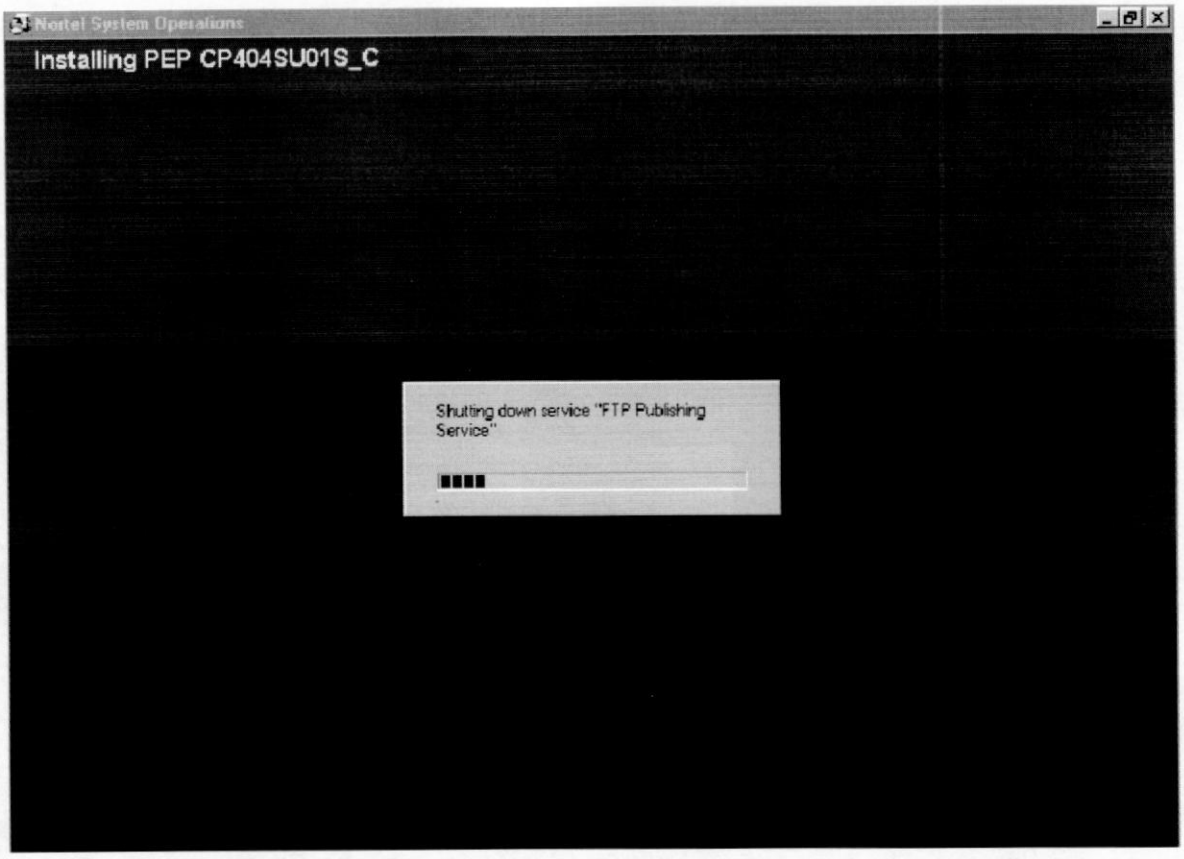


Please wait while the uninstall process completes.

Once the uninstall process completes, a window will appear with the uninstall status.

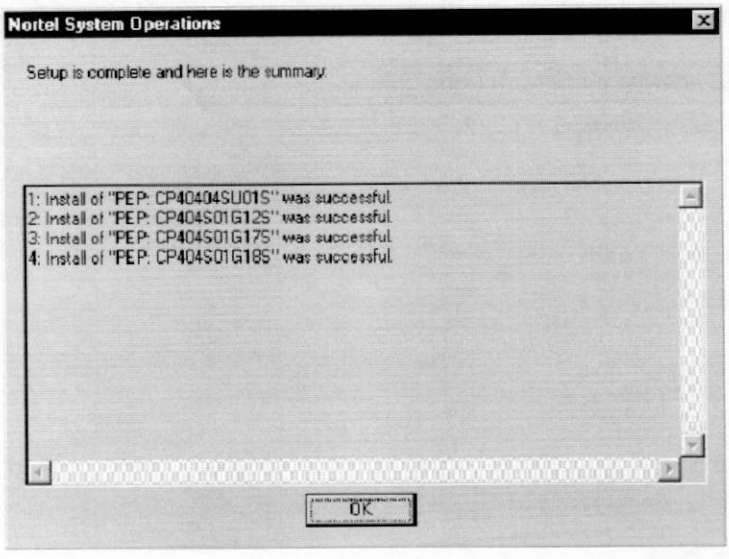


7. Click on the "OK" button to start of SU01 and PEPs on top of SU01 installation.



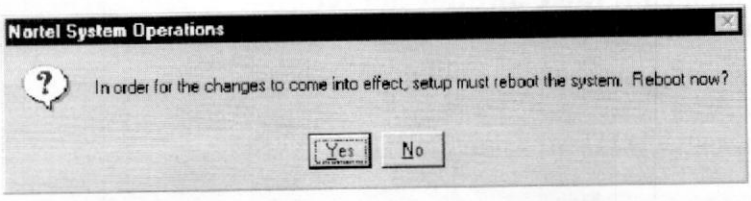
Setup starts to install SU01 and PEPs on top of SU01. Please wait while the installation process completes.

Once the install process completes, a window will appear with the status of the install operation.

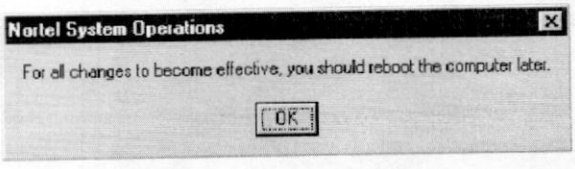


8. Click "OK" to continue.

You will be prompt that a reboot of the server is required.



9. Click on the "No" button to proceed without rebooting.



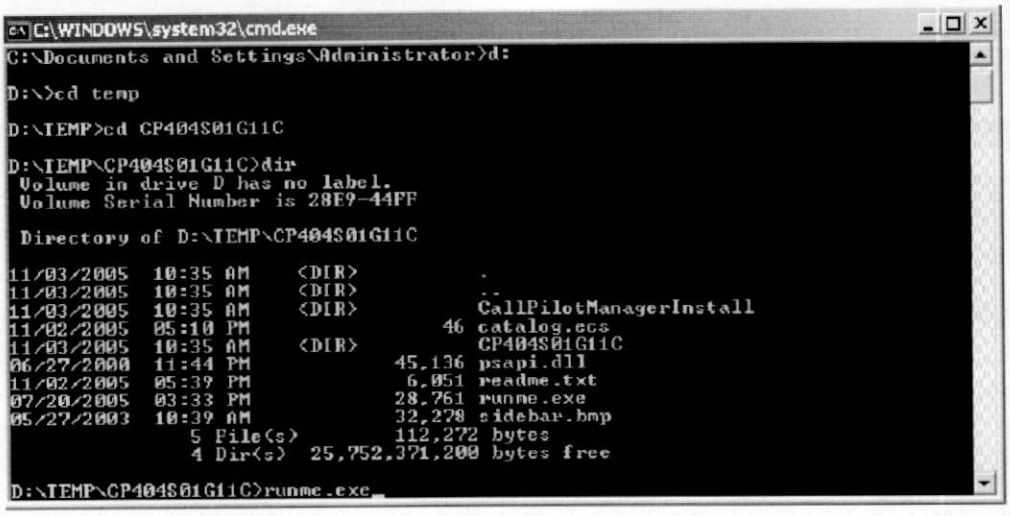
10. Click on the "Ok" button not to reboot.

Please start installing of the latest version of CallPilot Manager on the CallPilot Server.

Installing CallPilot Manager on the CallPilot Server

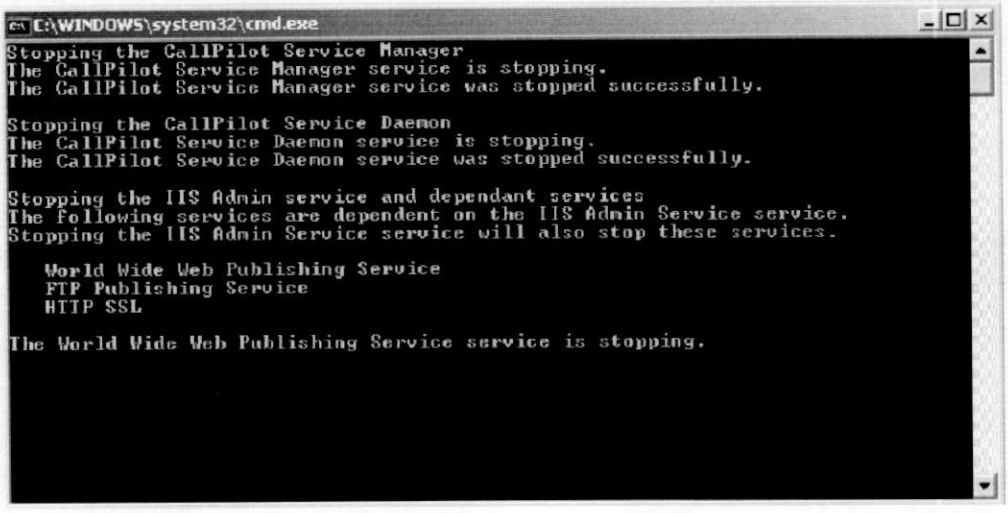
1. Disconnect all browsers currently connected to CallPilot Manager.

2. Change your current folder to the D:\TEMP\CP404S01G11C folder.



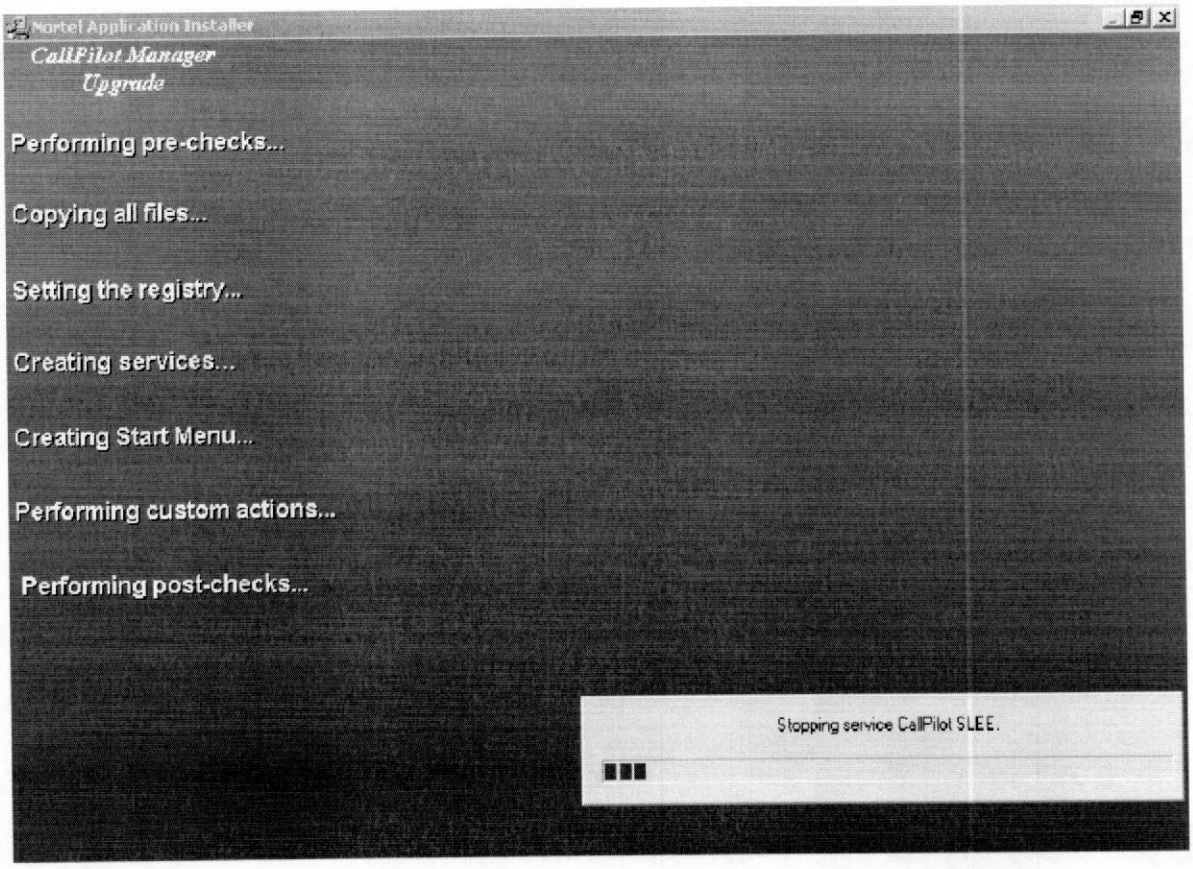
3. Launch the RUNME.EXE file included in the PEP CP404S01G11C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.



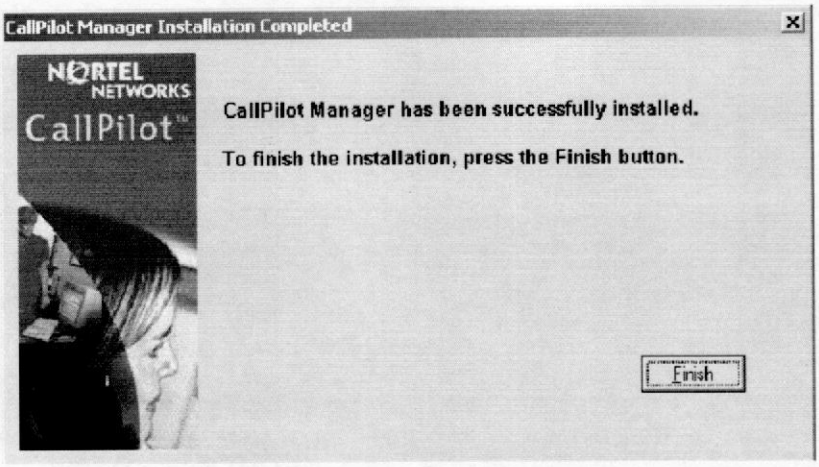
Please wait, it could take several seconds for the CallPilot Manager Installer to start.

Setup starts the installation of CallPilot Manager.

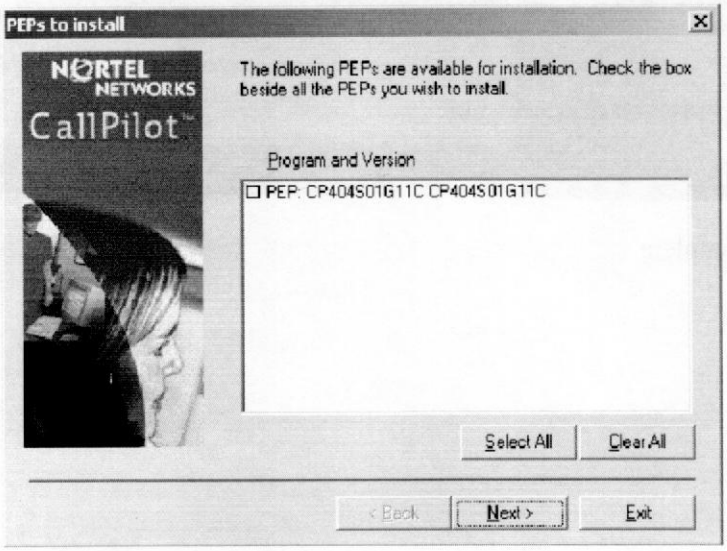


Wait for the installation to complete.

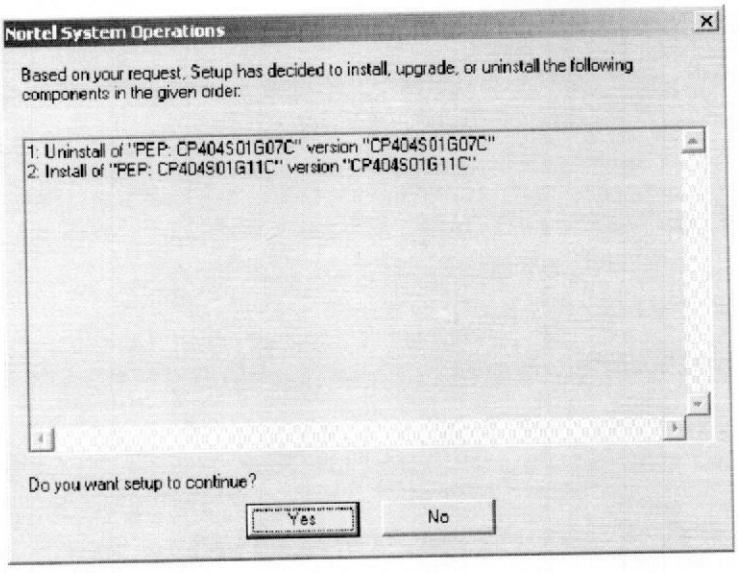
Once the install process completes, a window will appear with the status of the install operation.



4. Click on the "Finish" button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.



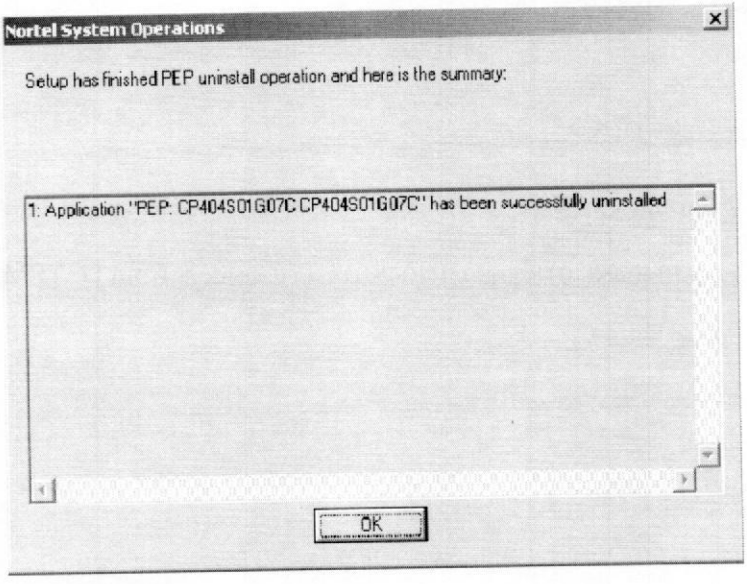
5. Click on the "Select All" button, the item "PEP: CP404S01G11C CP404S01G11C" will be checked. Click on the "Next>" button to continue.



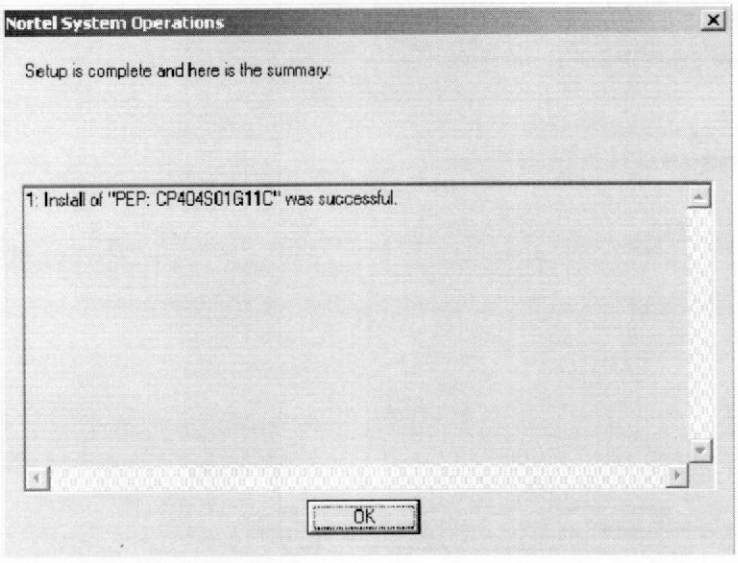
If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.

6. Click on the "Yes" button to proceed.

Wait for deregistration to complete.



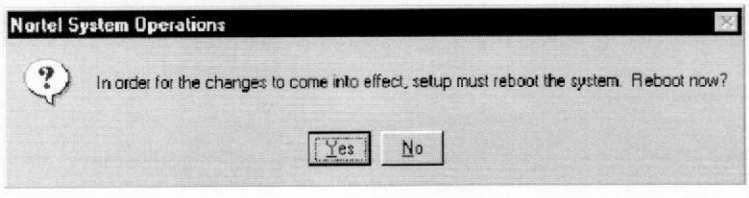
7. Click on the "OK" button to start the registration of CP404S01G11C.



8. Wait for the DMI Viewer Registration to complete. Click on the "OK" button.

The final reboot

You will be prompt to reboot the CallPilot server.



1. Click "Yes" to restart the CallPilot Server.

2. After rebooting, delete the CP40404SU01S and CP404S01G11C folders from D:\TEMP directory

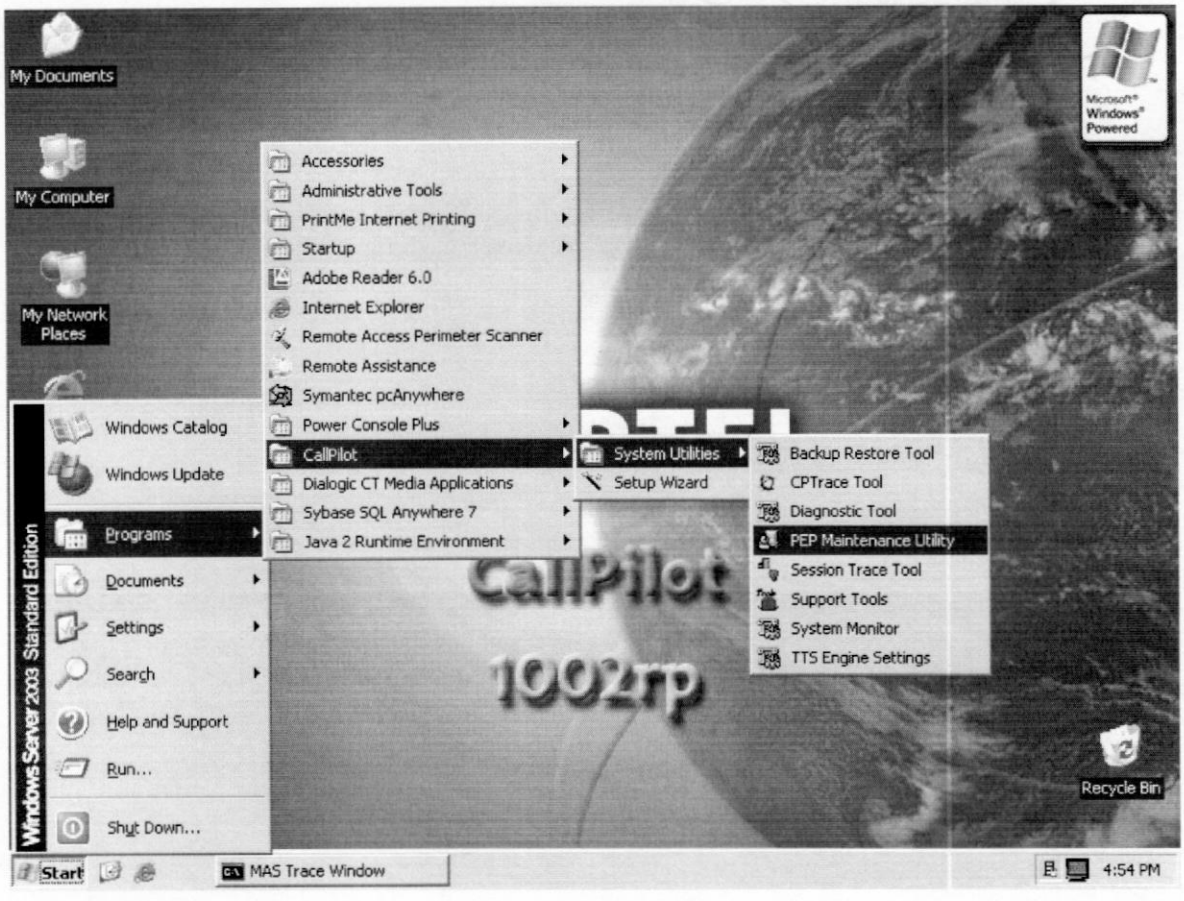
CallPilot 4.0 Service Update 1 (CP40404SU01S) replaces the following PEPs:

- CP404S00G02S
- CP404S00G03S

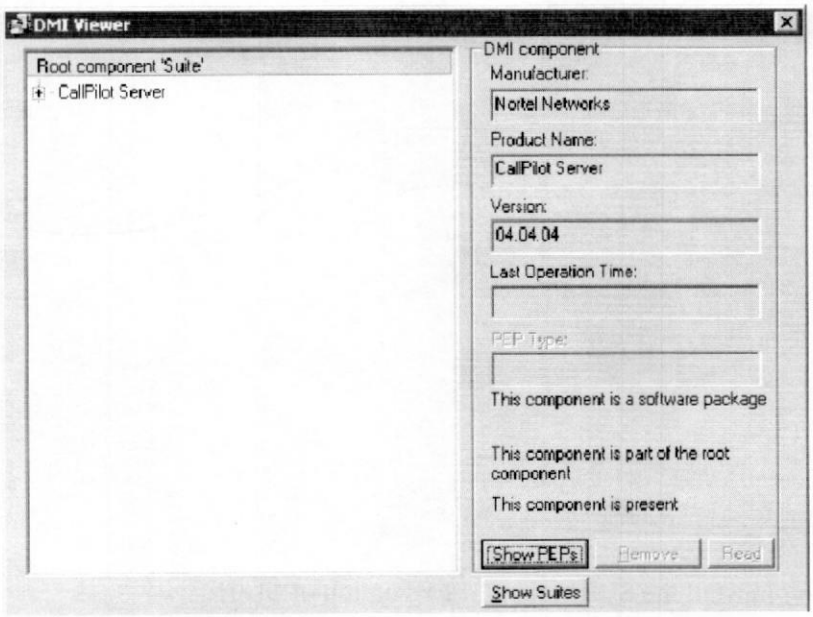
The replaced PEPs will be automatically uninstalled when CP40404SU01S is installed.

Uninstall:

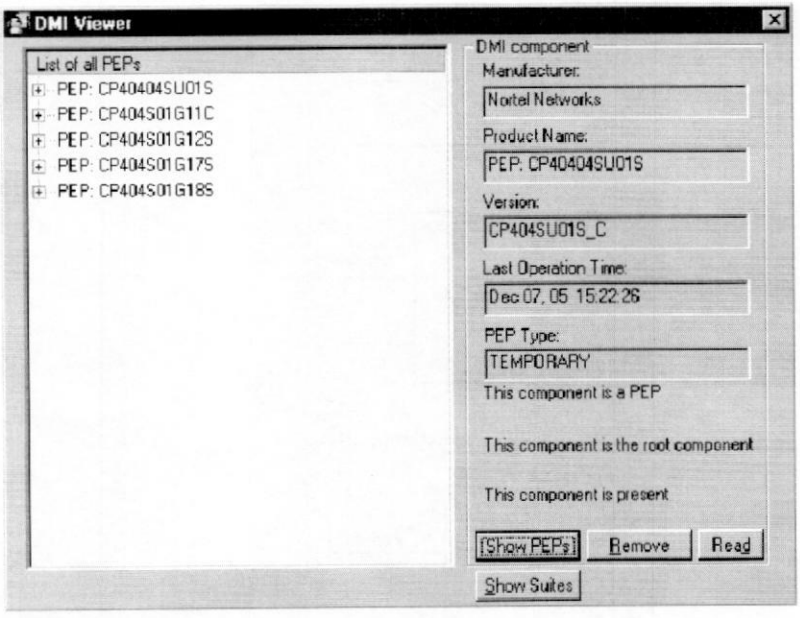
Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.



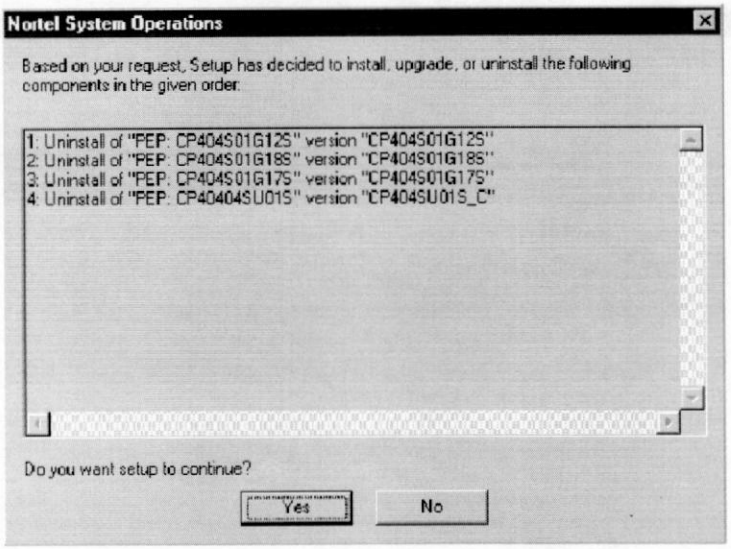
The DMI Viewer starts.



Click on the "Show PEPs" button.
DMI Viewer shows all PEPs installed on the CallPilot Server.

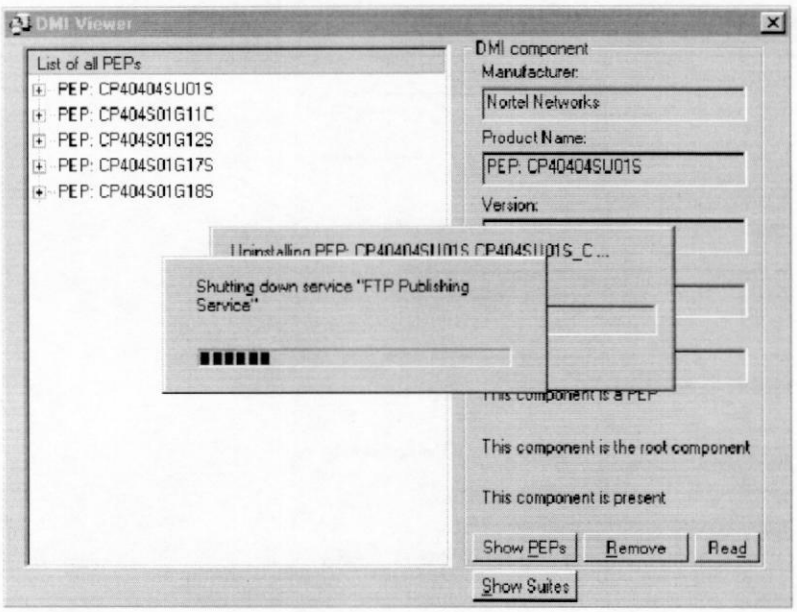


Select all of the PEPs you want to uninstall, and click Remove.
(For example: CP40404SU01S).
The "DMI Viewer Uninstall request" window will be appeared.

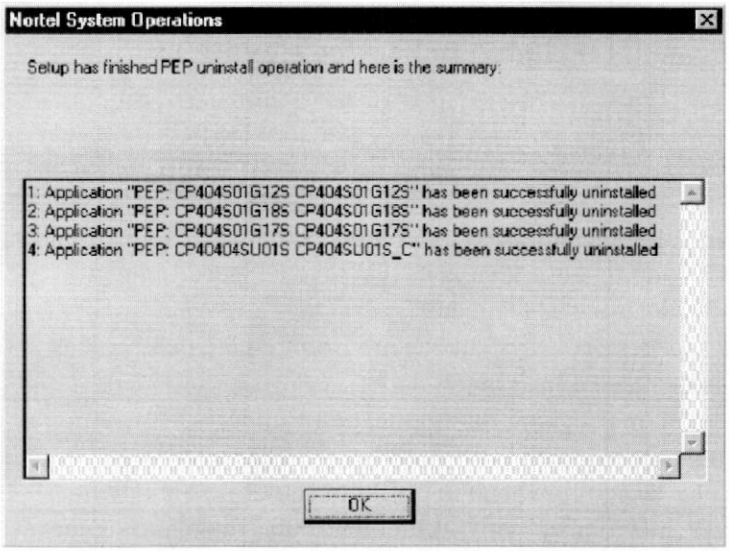


You will be prompted to uninstall the SU01 and all PEPs on top of SU01.
Click on the "Yes" button.

The DMI Viewer will start to uninstall all PEPs on top of SU01 and SU01.

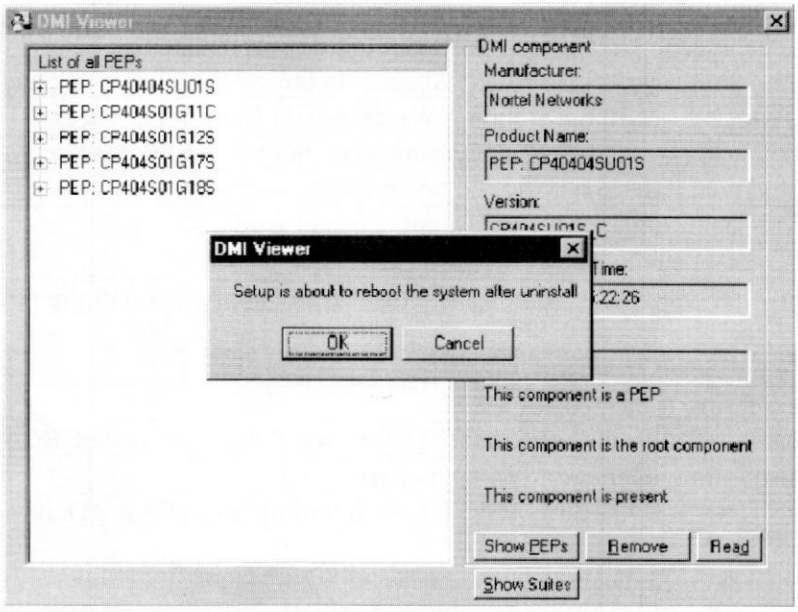


Setup starts uninstalling PEPs and CP40404SU01S. Wait while the uninstall process completes.



A window will appear with the status of the uninstall operation. Click on the "OK" button to continue.

You will be prompt to reboot.



Click on the "OK" button to reboot the CallPilot server.

List of Fixes and Enhancements included in Service Update 1:

The following fixes and enhancements are addressed with CP40404SU01S:

CR	Title
Q00460625	Incorrect value in column ClientNetworkAddress of table NMomAdminJournal
Q00853499	Call sender via desktop to a user that is HCFWD to CP gets dropped
Q00896112	No Backups while NGenSys is logged off
Q00903177	Difficult to select for restoring system backup from remote disk
Q00909160	On occasion fails to attach a fax via telset
Q00927084	No client/server version checking for Application Builder
Q00929931	Unable to record a greeting with CallPilot Manager Player
Q00950491	PBX CDNs fails to deacquire when the CallPilot server is shut down
Q01035702	CallPilot Manager fails to install on a Windows 2000 standalone server
Q01051426	CallPilot Reporter data fails to be updated.
Q01076995	Discrepancy between the number of mailboxes on the server and Reporter
Q01080841	MTF - Need AppBuilder version interlock to prevent access from older clients
Q01091485	High Cap: Not all channels Start on start command in Channel Monitor
Q01091898	Message Archiving will give up and delete messages that fail to be forwarded (Archival Robustness)
Q01100820	T1: Some channels in OOS after reboot of CallPilot connected to Channel Bank
Q01111320	TAB key function is not as customer expected in the password change page
Q01116404	Install PEPs and SUs without stopping Windows and CallPilot services
Q01121810	Fails to add backup when CP Manager logs into another CallPilot server
Q01123252	No prompt played if TAG is recorded and message blocking is active
Q01125045	Help for Message Forwarding Rule Detail does not work.
Q01134717	SL100: Memory Leak in TAPI
Q01135737	Event 35807 generated after running Config Wizard, applying config & clicking OK
Q01141541	Some Help buttons do not work properly
Q01147318	Remote text notify truncated.
Q01149295	MeridianMail to CallPilot migration: the COS record was not created, RC [60638]
Q01153814	Backup description is limited to 14 characters
Q01154562	GIVE CONTROLLED BROADCAST Fails Intermittently - RNA / Delayed Answering
Q01156947	MTA service stopped working.
Q01157192	Country in Config Wizard DSP Encoding needs to be set every time
Q01157224	In Config Wizard, Area Code must be defined even though it is not used
Q01158061	System event always indicates that Sync task is done with 0 errors.
Q01160432	After Restore from Network, system did not automatically reboot
Q01161352	CallPilot Server security was compromised through FTP Service
Q01161696	Number of the entries to display field fails to properly validate the entered characters
Q01161943	ACCESS channels in PBX go MSB LOG OUT when Callpilot reboots
Q01163001	T1 CallPilot Setup Wizard is unable to run Telephony Board Validation
Q01163488	A *.dat file is attached to the forwarded voice message
Q01163760	Upgrade to Callpilot 4.4.4.1 did not populate server time zone and search base
Q01164902	Setup Wizard information is misleading
Q01165638	Must use logout and erase to connect server after Upgrade to CPMgr 04.04.04.01

Q01167210	Upgrade wizard gives wrong number of image cds
Q01167563	In the Upgrade Wizard, there is no "Back" Button on the Select Media Screen.
Q01167583	In the Upgrade Wizard, there is no "Back" Button on the Platform Validity Screen
Q01167595	On Select Media Screen, the correct option should be ""Backup to Remote Disk""
Q01167686	Incorrect Disk size appears in the Upgrade Wizard log
Q01167692	Registry check fails after the RAID subsystem was updated.
Q01170028	Upgrade/SetUp Wizards PEP/SU check sometimes incorrectly fails
Q01170113	Upgrade Wizard guardrail for verifying successful backup
Q01170262	CPTrace Utility still shows 04.02.06.01 After Upgrade to 04.04.04.01
Q01170285	Setup Wizard should verify computer name and database match every time
Q01172642	Fails to enable the Directory Synchronization - Test function working correctly.
Q01174591	Admin Mailbox ""000000"" - unable to dial out to DN from CallPilot Player
Q01176185	Directory sync user name shows as 000000
Q01177992	Wrong IF checking in CNMAOSClient_ConfigWizard::SetSwitchConfig() of CW
Q01180907	Unable to enter "-" character in LDAP search base
Q01180932	Long restore names are truncated when restoring via B/R Tool
Q01181060	CallPilot Upgrade Wizard fails to run on 1001RP platform
Q01182831	Modification and changes to all Help
Q01183033	System Manager fails to set affinity for multiple image service name
Q01185674	Events 54550 54551 should be created
Q01186392	Setup Wizard should add user-id and password for restore from remote disk

NORTEL

CallPilot Release 4.0 Service Update 1
Date: 06 December 2005

CallPilot Manager and CallPilot Reporter version 04.04.04.03 for CallPilot 4.0 SU01

Description:

This PEP contains CallPilot Manager and CallPilot Reporter version 04.04.04.03. For a detailed list of fixes and enhancements included in this PEP, please see the "List of Fixes and Enhancements" section at the end of this document.

This document contains step-by-step instruction on how to install CallPilot Manager on the CallPilot Server and how to install both CallPilot Manager and CallPilot Reporter on standalone Web Server.

Important

It is required, that all CallPilot Manager software (on CallPilot Servers and standalone Web Servers) be upgraded to the latest version.

It is required, that all CallPilot Reporter software be upgraded to the latest version.

Installing the PEP:

Please read this section in its entirety before proceeding.

PEP CP404S01G11C contains version 04.04.04.03 of CallPilot Manager and CallPilot Reporter.

For CallPilot Manager version CP404S01G11C backward compatibility, please refer to table 1.

Table 1.

CP Server with	4.0 SU01 CP Mgr installed on CP Server	4.0 SU01 CP Mgr installed on Web Server
2.02 SU04	NO	YES
2.02 SU05	YES	YES
2.5 SU02	YES Warning: PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CP server	YES Warning: PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CP server
3.00 GA	YES	YES
3.00 SU01	YES	YES
4.00 GA	YES Warning: CPMgr versions 04.04.04.01 and 04.04.04.02 must be uninstalled prior to installing CPMgr 04.04.04.03	YES
4.00 SU01	YES	YES

Note 1:

CallPilot Manager version 04.04.04.03 obsoletes all previous versions of CallPilot Manager. This version incorporates all fixes/enhancements of previous version as well as provides additional fixes/enhancements.

The readme.txt file contains short instruction on how to install CallPilot Manager (CP404S01G11C or later) on both the CallPilot Server and standalone Web Server. You can use this file or the readme.txt file as a guide to install CallPilot Manager.

Note 2:

It is recommended that PEP CP40404SU01S be installed on the CallPilot Server during the same maintenance window as PEP CP404S01G11C is installed on either the CallPilot server or the standalone Web Server.

Note 3:

While installing PEP CP404S01G11C on a CallPilot Server, ignore any system warnings during the installation procedure.

Note 4:

PEP CP250S02L06S "CP2.5 Forward Compatibility" must be installed on the CallPilot Server version 2.5 SU02 (CP25006SU02S) before upgrading CallPilot Manager to version 04.04.04.03.

Note 5:

Before installing CallPilot Manager v. 04.04.04.03 (PEP CP404S01G11C) on CallPilot Server version 2.02, 2.5, 3.0, please ensure that the previous version of CallPilot 4.0 Manager (04.04.04.01, 04.04.04.02) is not installed on the CallPilot Server. If the previous version of CallPilot 4.0 Manager (04.04.04.01, 04.04.04.02) is installed, remove

it first. After that you can start installing CallPilot Manager v. 04.04.04.03 on the CallPilot server.

Step by Step instructions for installing of CallPilot Manager and CallPilot Reporter:

The installation of CallPilot Manager should take place from the D:\TEMP folder:

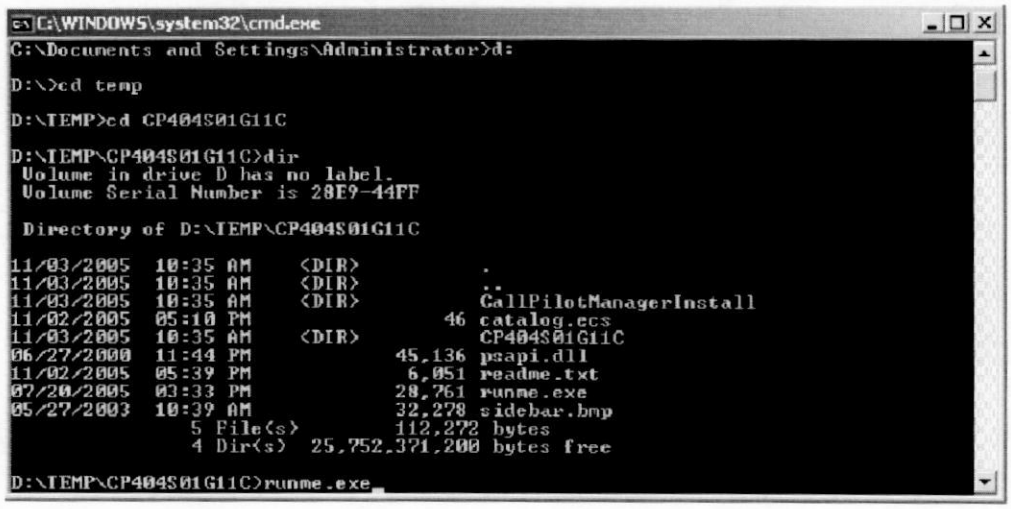
- If you are going to install CallPilot Manager and CallPilot Reporter using the PEP CD (NTUB43AE), copy the CP404S01G11C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager and CallPilot Reporter using the Enterprise Solutions PEP Library (ESPL), then download CP404S01G11C.exe from ESPL and unzip the CP404S01G11C.exe to the D:\TEMP folder.

To install CallPilot Manager on the CallPilot Server, please follows instructions from the "Instructions for installing on the CallPilot Server" section.
To install CallPilot Manager and CallPilot Reporter on the standalone Web Server, please follows instructions from the "Instructions for installing on the standalone Web Server" section.

Instructions for installing on the CallPilot Server

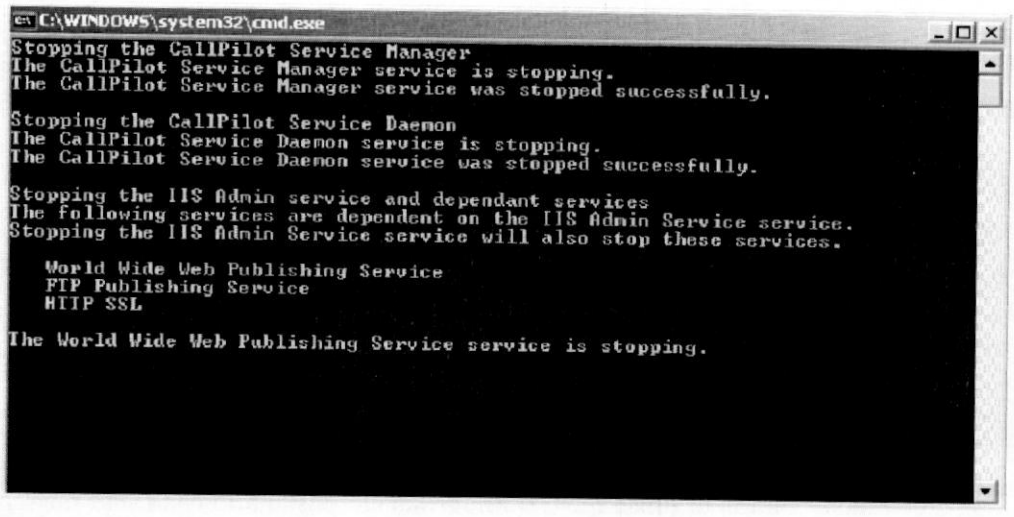
From the CallPilot Server, disconnect all browsers currently connected to CallPilot Manager..

Change your current folder to the D:\TEMP\CP404S01G11C folder.



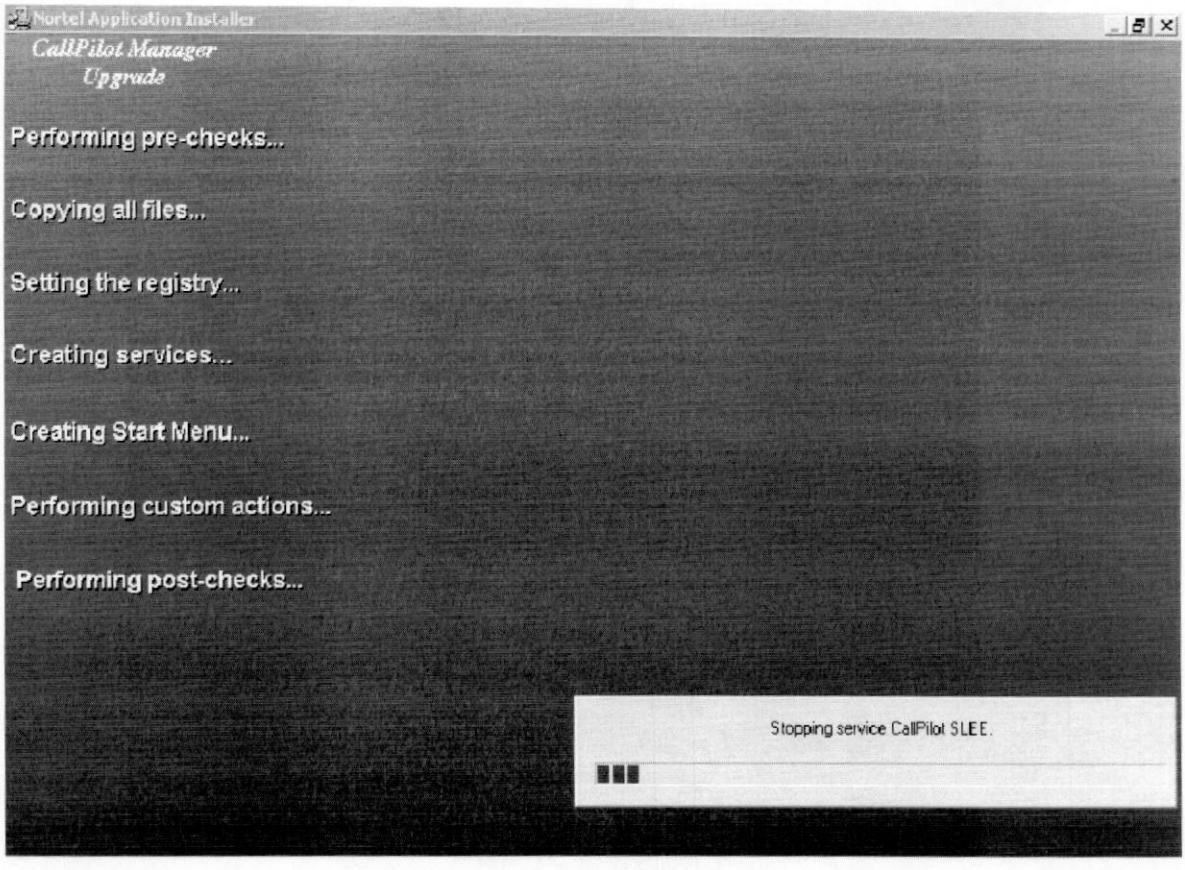
Launch the RUNME.EXE file included in the CP404S01G11C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.



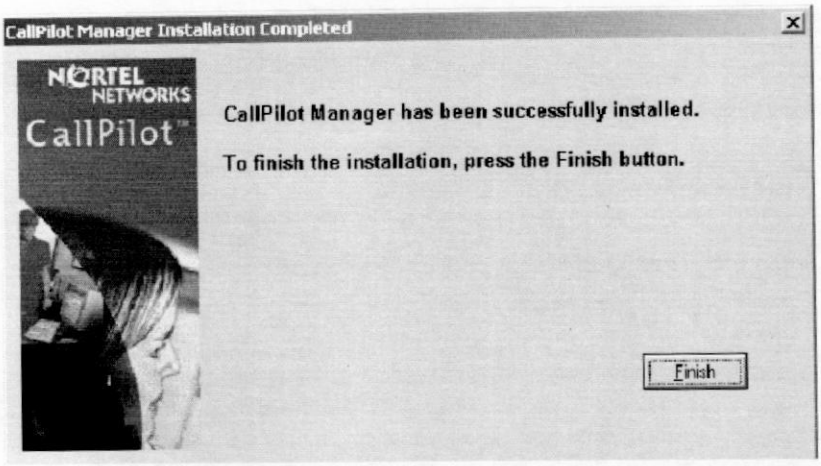
Please wait, it could take several seconds for the CallPilot Manager Installer to start.

Setup starts the installation of CallPilot Manager.

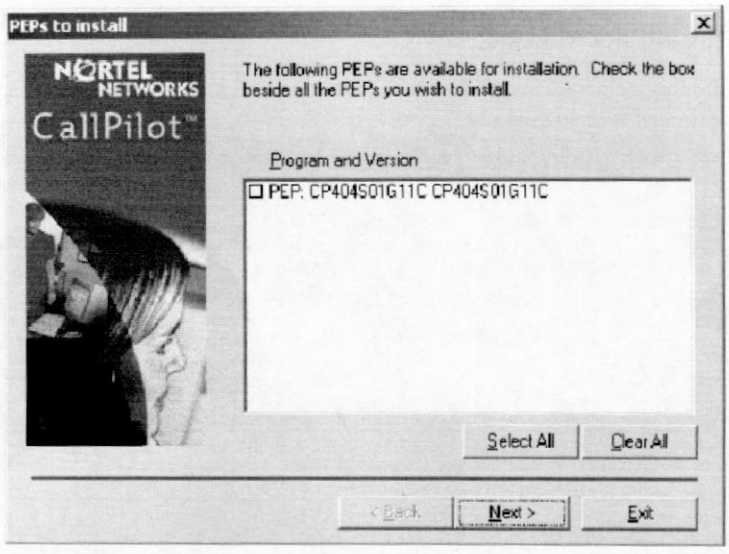


Wait for the installation to complete.

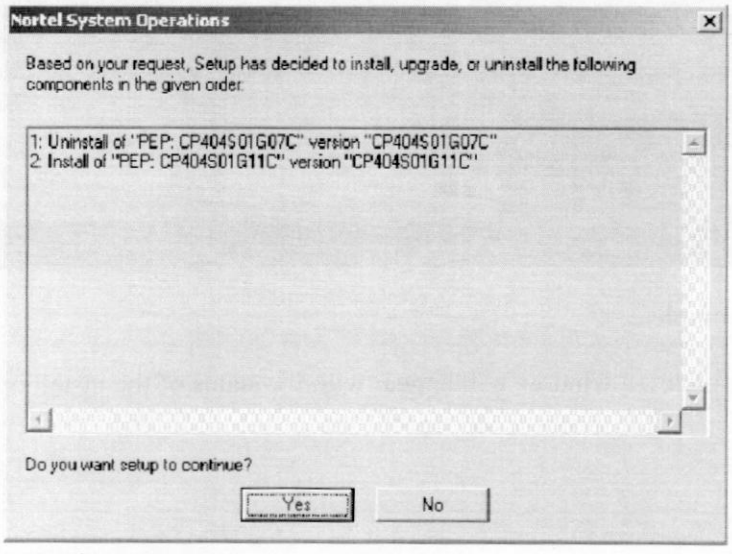
Once the install process completes, a window will appear with the status of the install operation.



Click on the "Finish" button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.



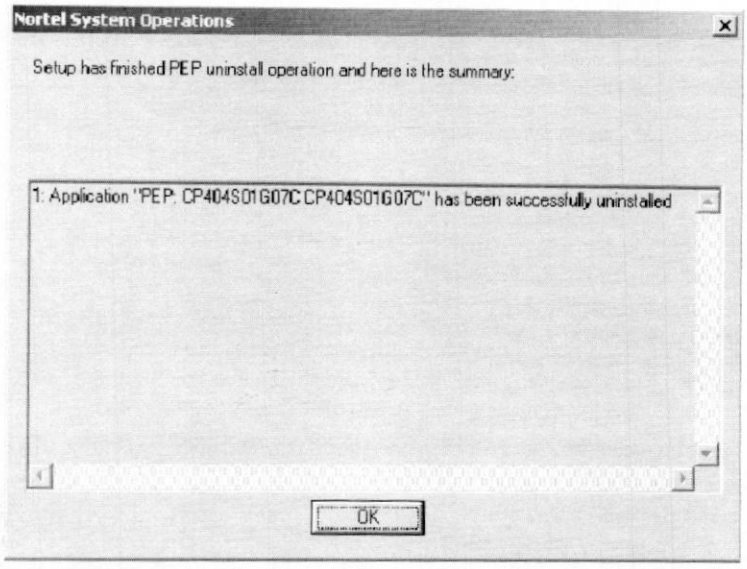
Click on the "Select All" button, the item "PEP: CP404S01G11C CP404S01G11C" will be checked. Click on the "Next>" button to continue.



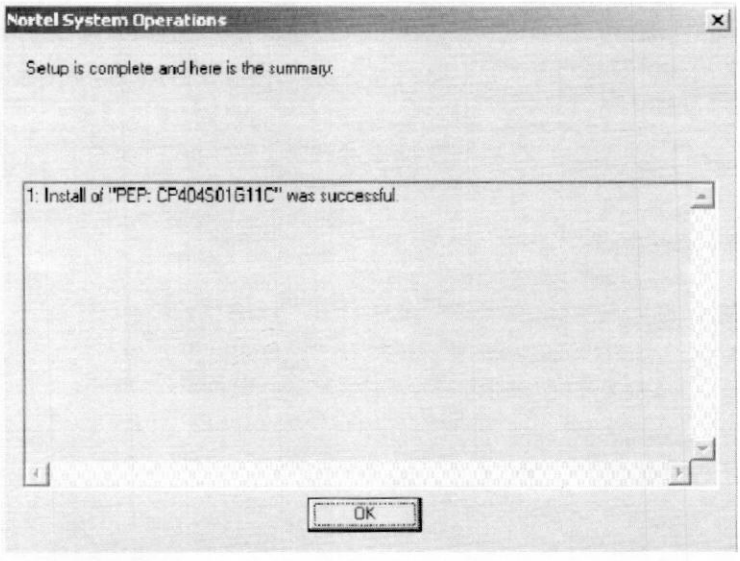
If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.

Click on the "Yes" button to proceed.

Wait for deregistration to complete.

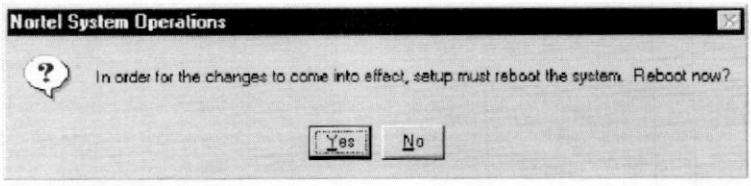


Click on the "OK" button to start the registration of CallPilot Manager PEP.



Wait for the DMI Viewer Registration to complete. Click on the "OK" button.

You will be prompt to reboot the CallPilot server.



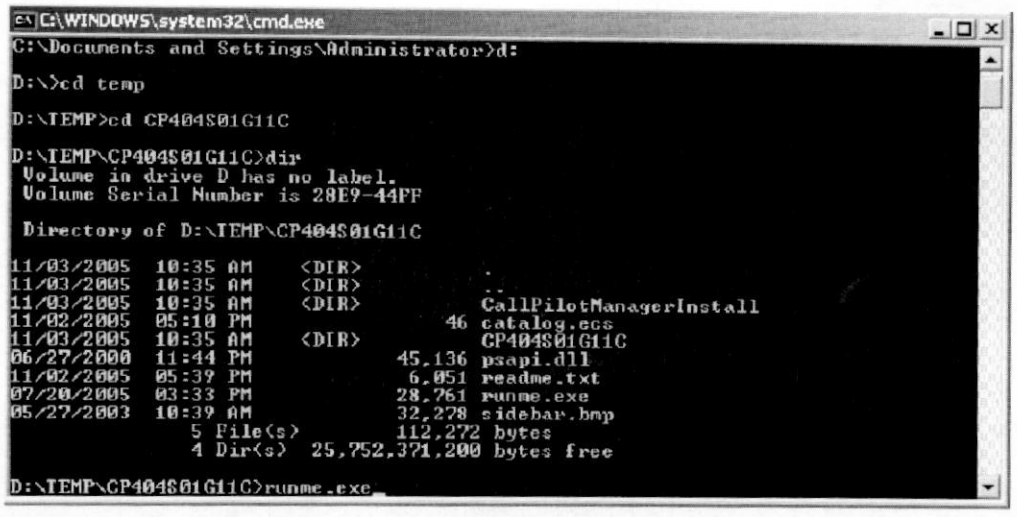
Click "Yes" to restart the CallPilot Server.

After rebooting, delete the CP404S01G11C folder from D:\TEMP directory

Instructions for installing on the standalone Web Server

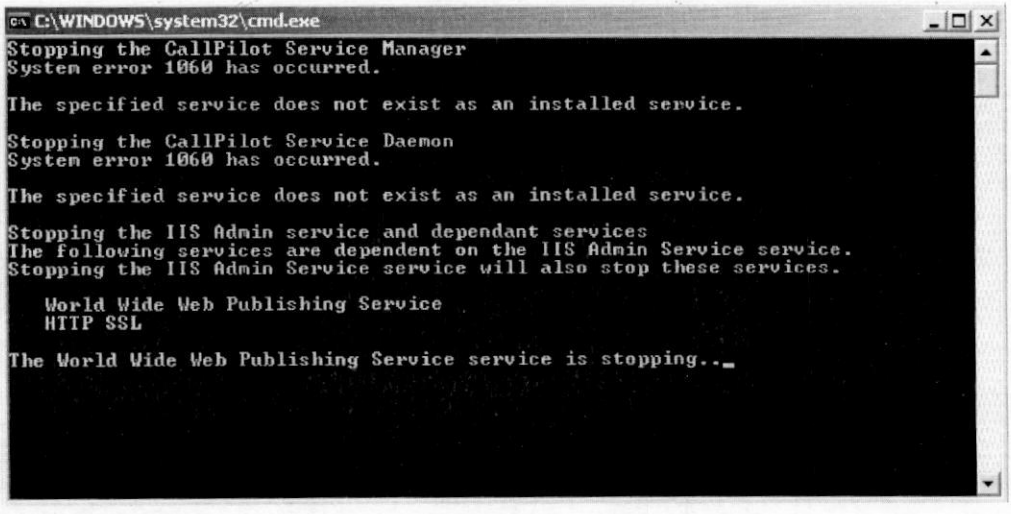
Disconnect all browsers currently connected to CallPilot Manager.

Change your current folder to the D:\TEMP\CP404S01G11C folder.



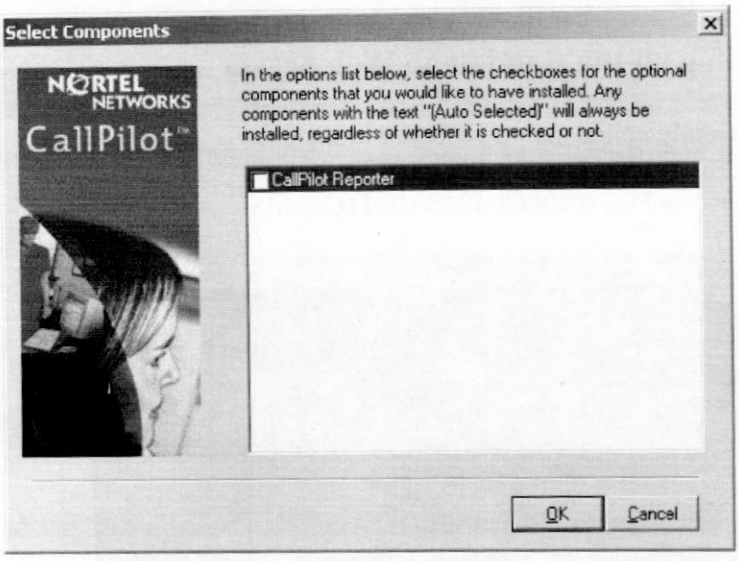
Launch the RUNME.EXE file included in the CP404S01G11C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.



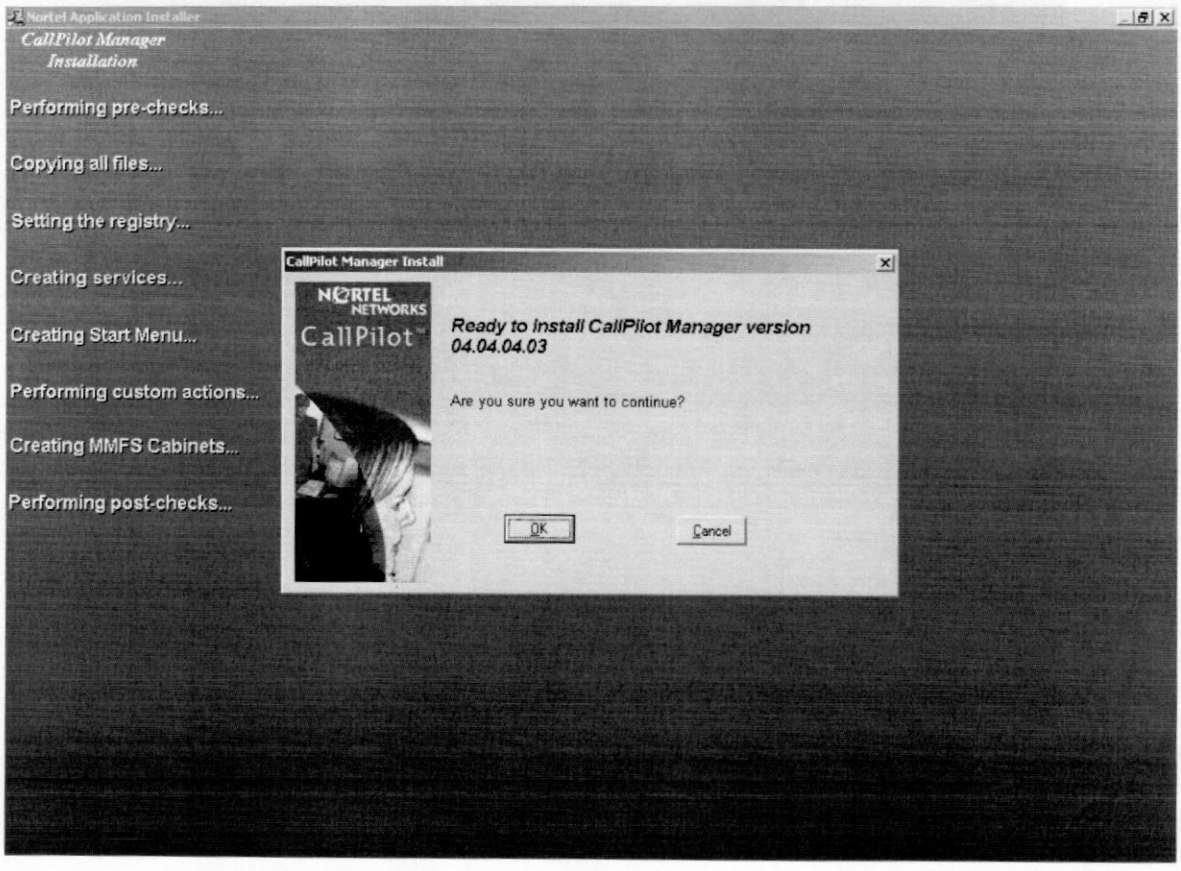
Please wait, it could take several seconds for the CallPilot Manager Installer to start.

You will be prompt to select CallPilot Reporter to be installed.



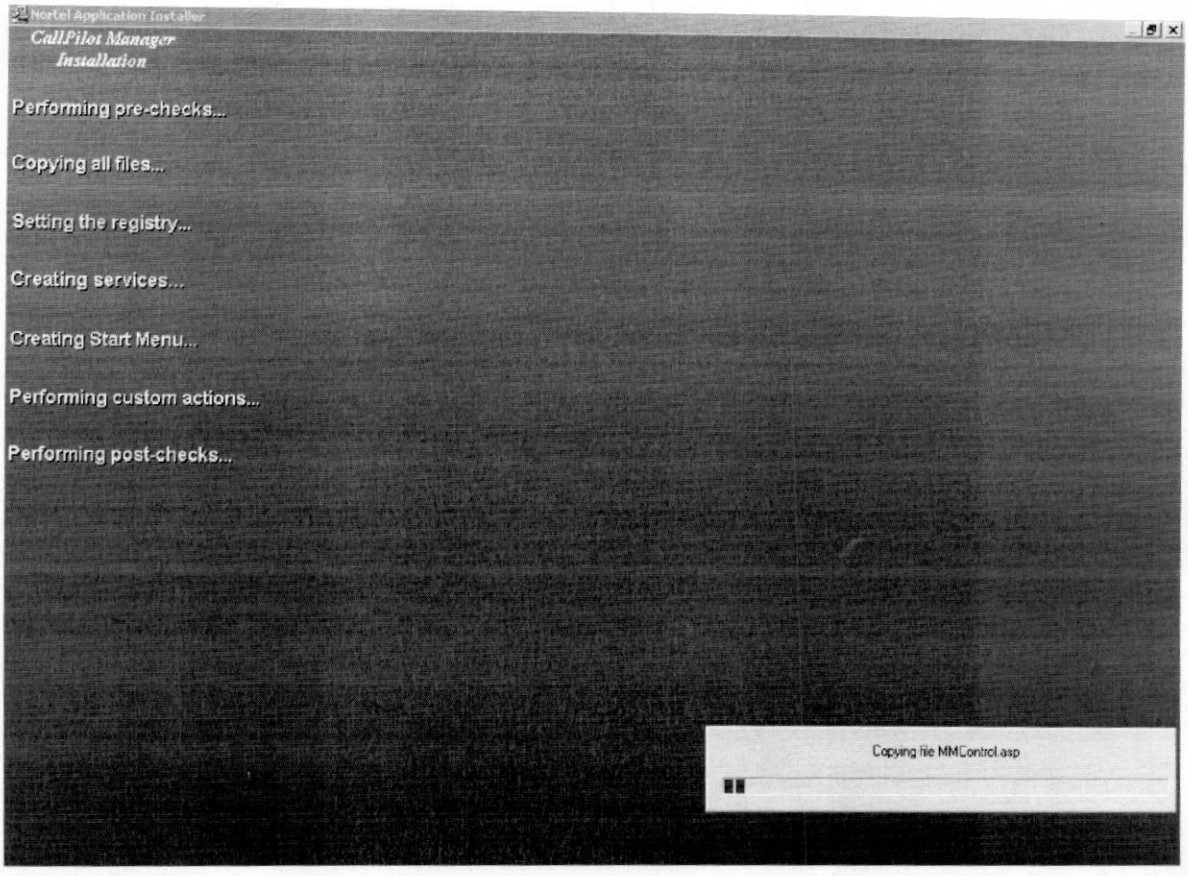
Select the checkbox and click on the "OK" button.

You will be prompt to continue installing CallPilot Manager version 04.04.04.03.



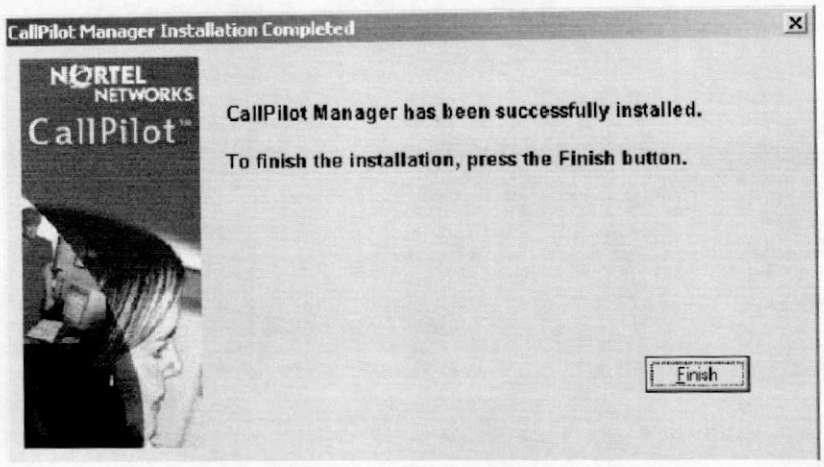
Click on the "OK" button.

Setup starts the installation of CallPilot Manager and CallPilot Reporter.



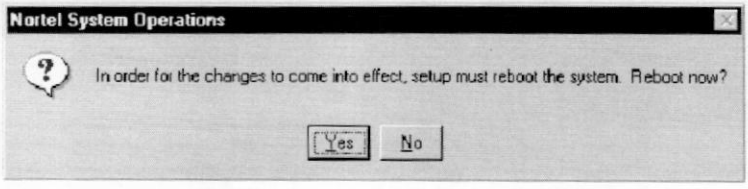
Wait for the installation to complete.

Once the install process completes, a window will appear with the status of the install operation.



Click on the "Finish" button to finish the CallPilot Manager installation.

You will be prompt to reboot the Web Server.



Click "Yes" to restart the Web Server.

After rebooting, delete the CP404S01G11C folder from D:\TEMP directory

Uninstall:

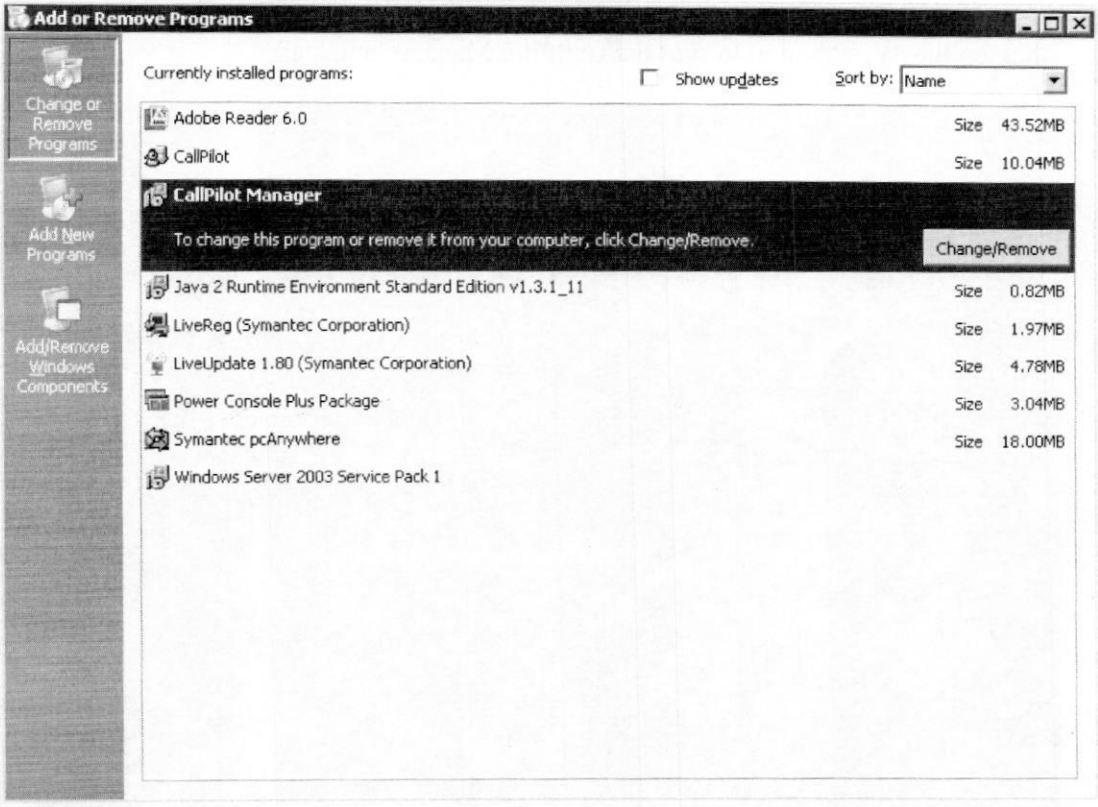
Uninstalling CallPilot Manager is a two step process:

- Remove CallPilot Manager from the system
- Remove the PEP CP404S01G11C from DMI viewer

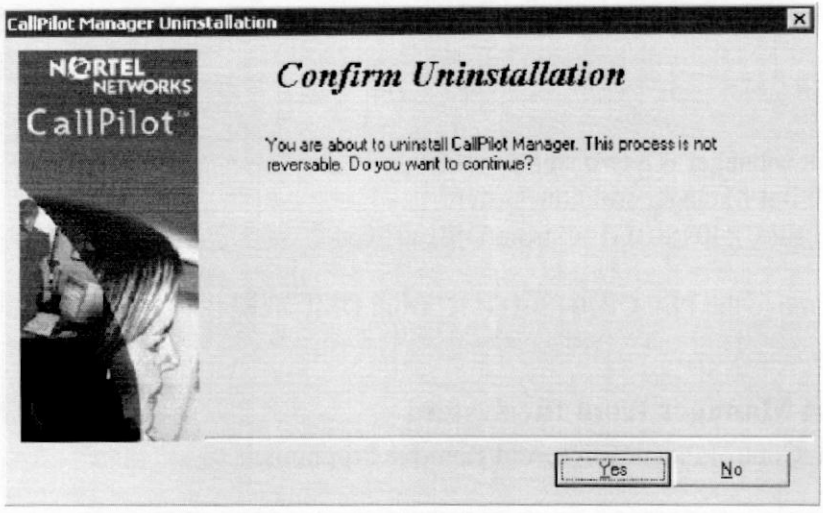
The second step "Remove the PEP CP404S01G11C from DMI viewer" is applicable only on the CallPilot Server.

Remove CallPilot Manager from the system

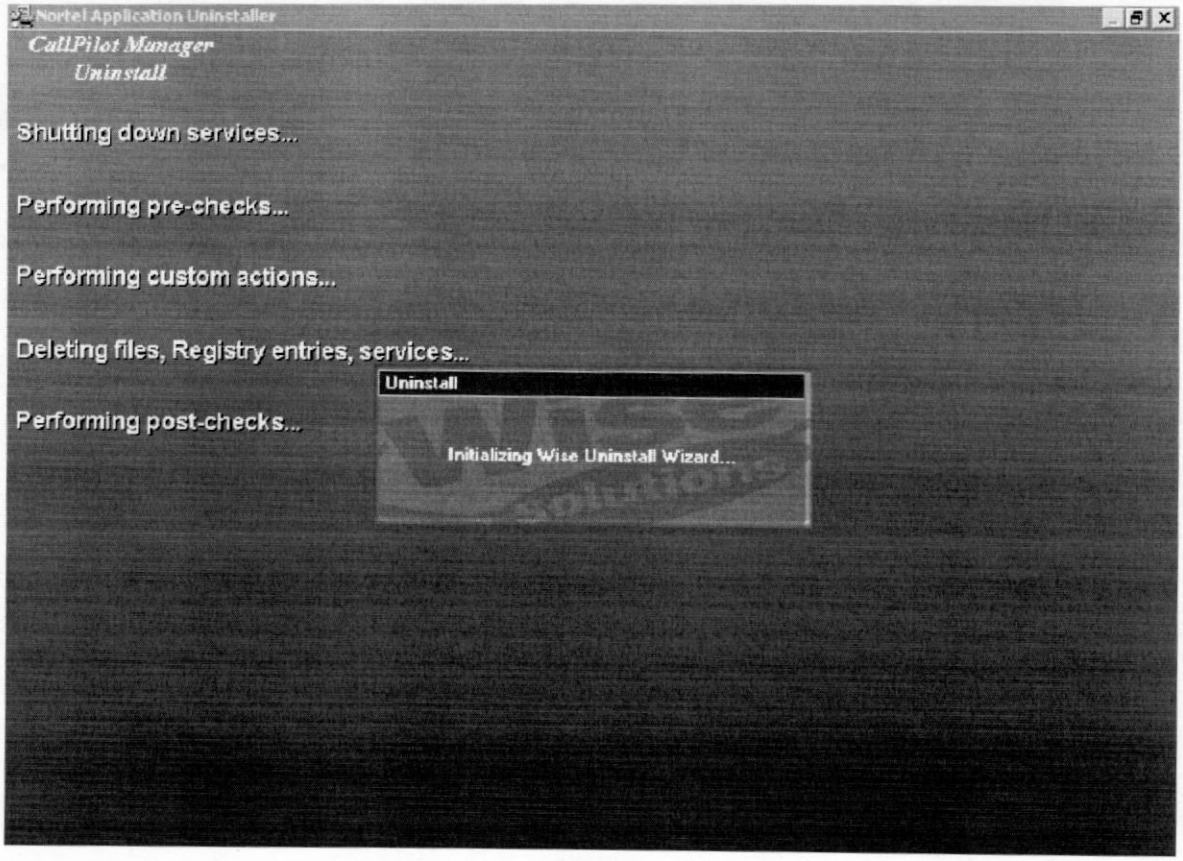
Go to Start>Settings>Control Panel. Click Add/Remove Programs.



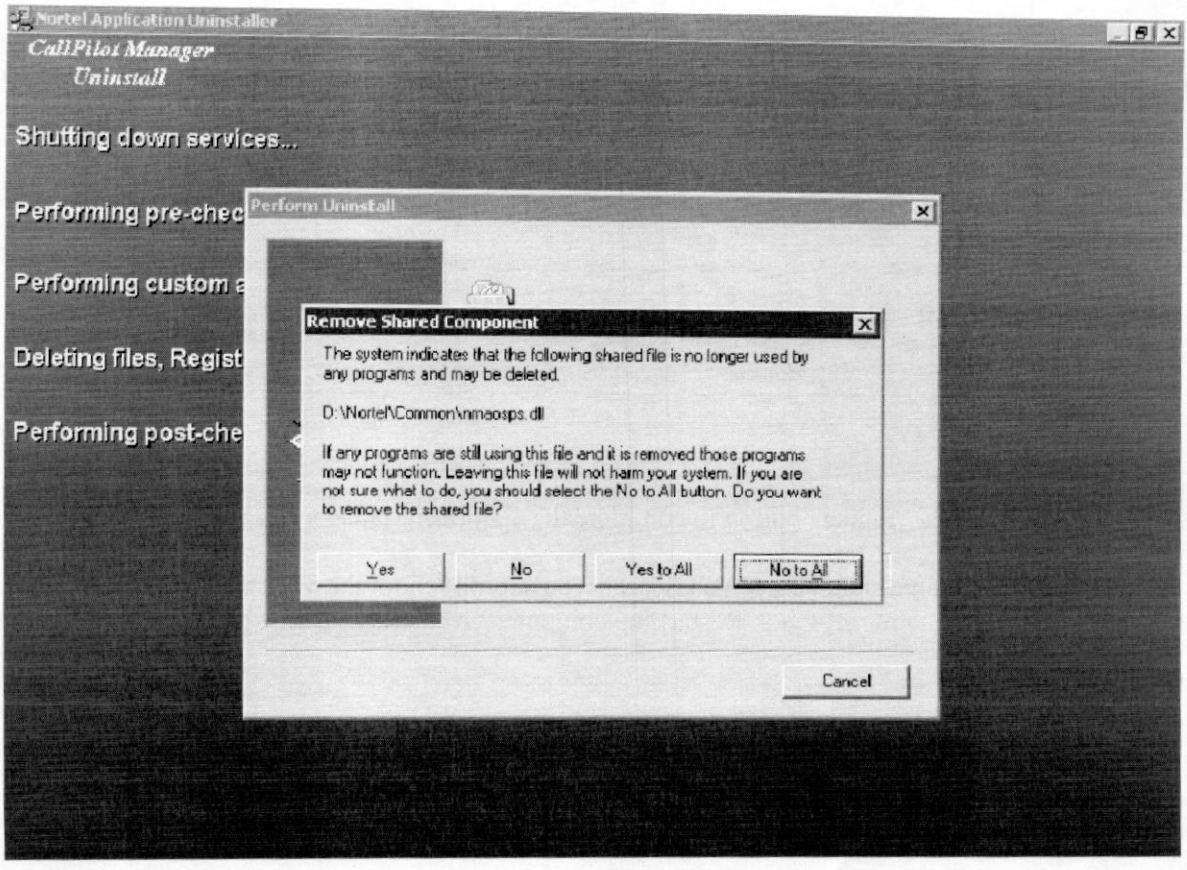
Select CallPilot Manager, and click Change/Remove.



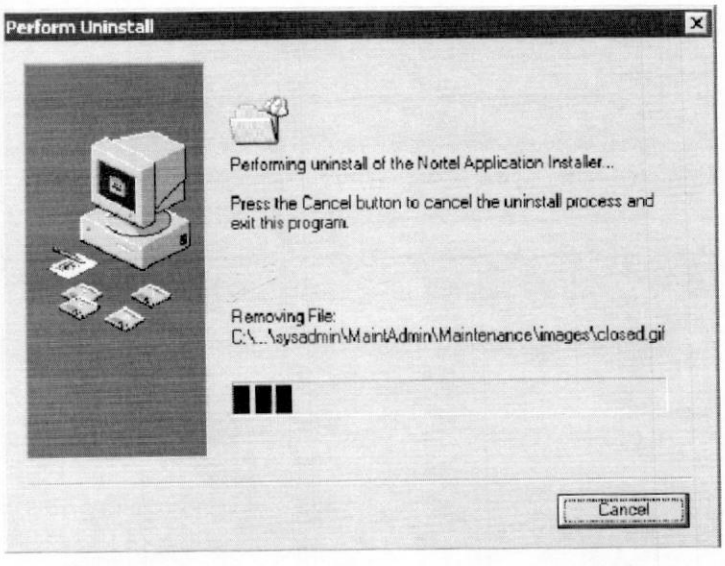
Click on the "Yes" button to start the CallPilot Manager uninstall.



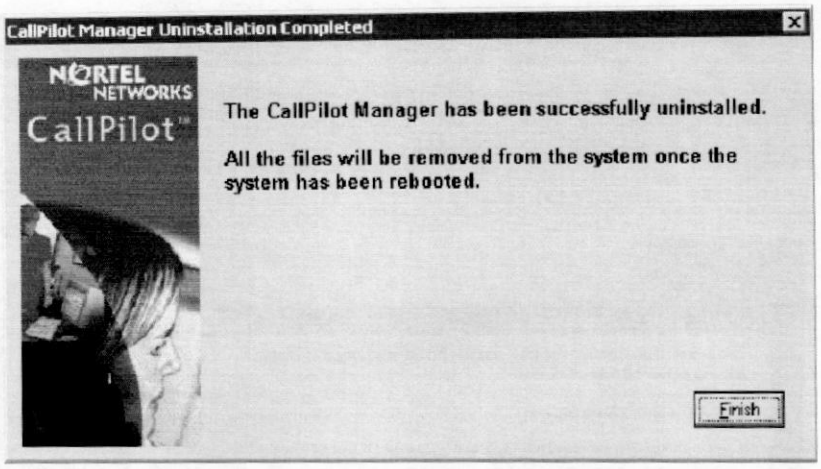
On the step "Deleting files, Registry entries, services" you will be prompted to remove the shared files.



Click on the "No to All" to continue the uninstall of CallPilot Manager.



Wait for uninstall to complete.



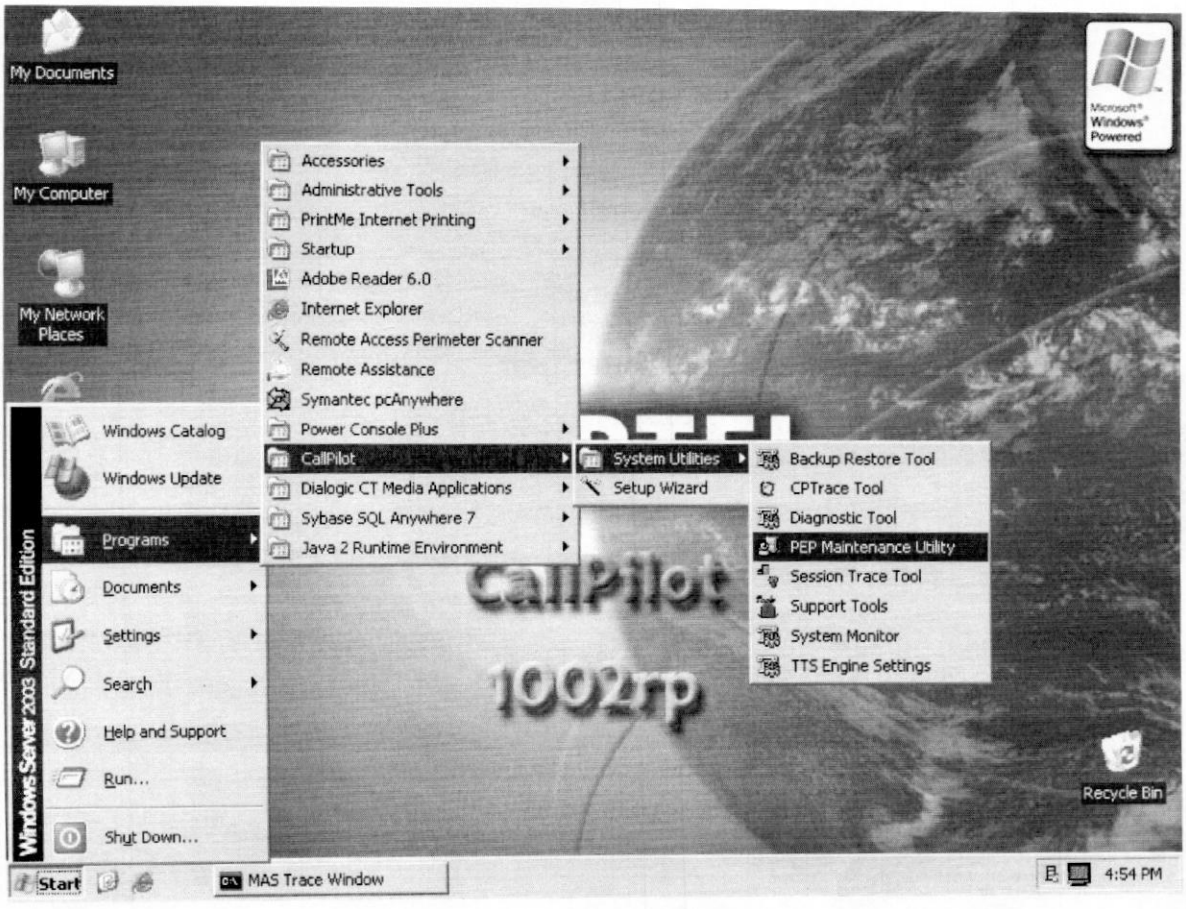
Click on the "Finish" button to complete the CallPilot Manager uninstall.

If you are on a standalone Web Server, you should reboot the Web Server. To reboot go to Start>Shut Down… Click Restart the computer? And click on the "Yes" button to restart.

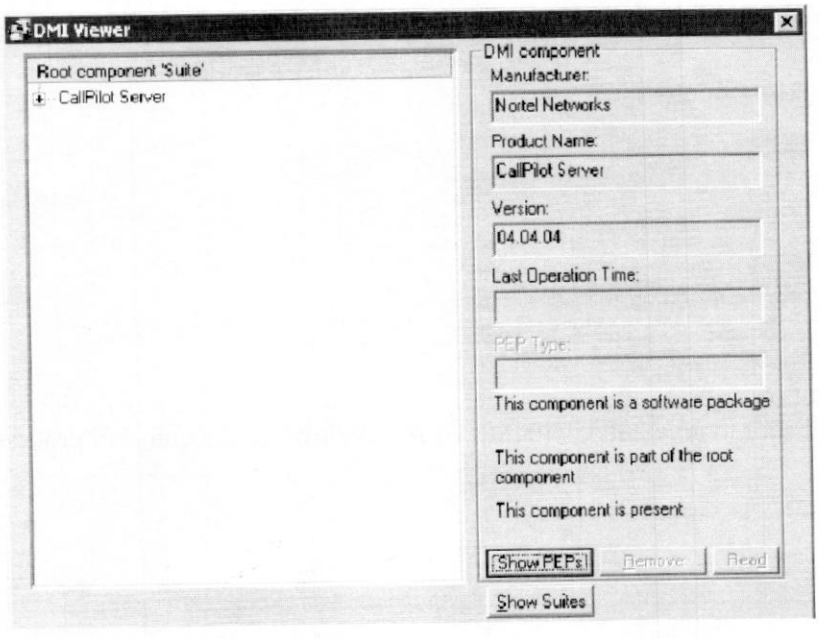
Remove the PEP from DMI viewer

No needs to remove the PEP from DMI viewer on a standalone Web Server. This step is applicable only on the CallPilot Server.

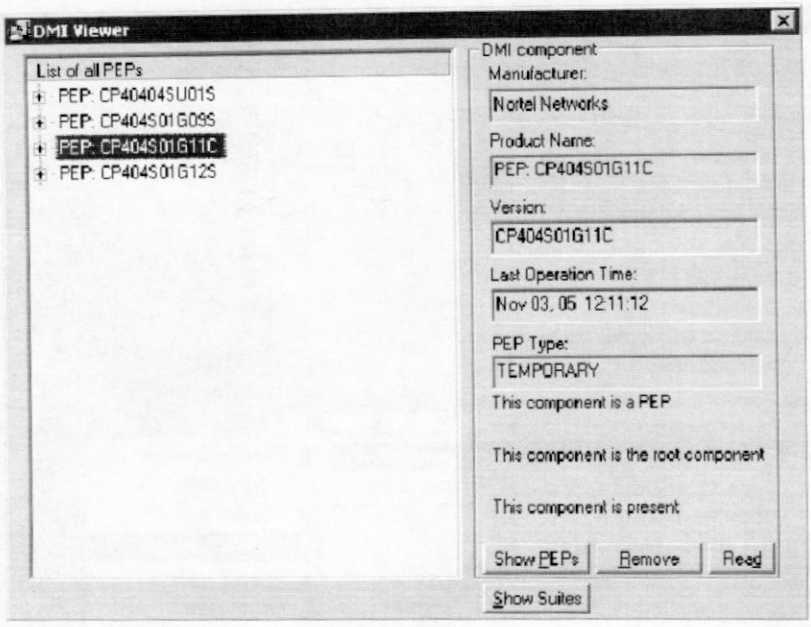
Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.



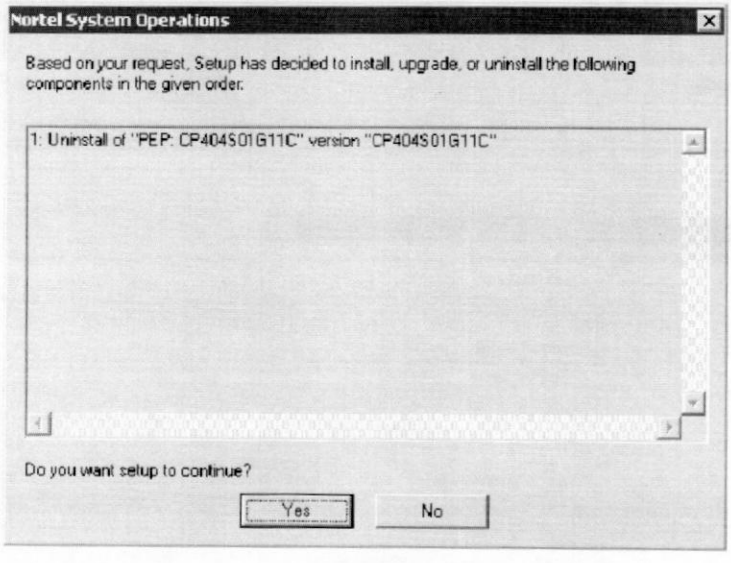
The DMI Viewer starts.



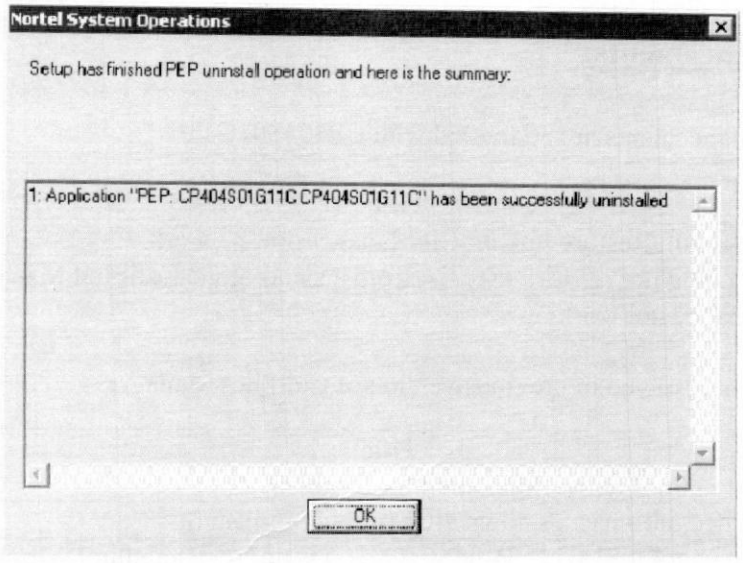
Click on the "Show PEPs" button.
DMI Viewer shows all PEPs installed on the CallPilot Server.



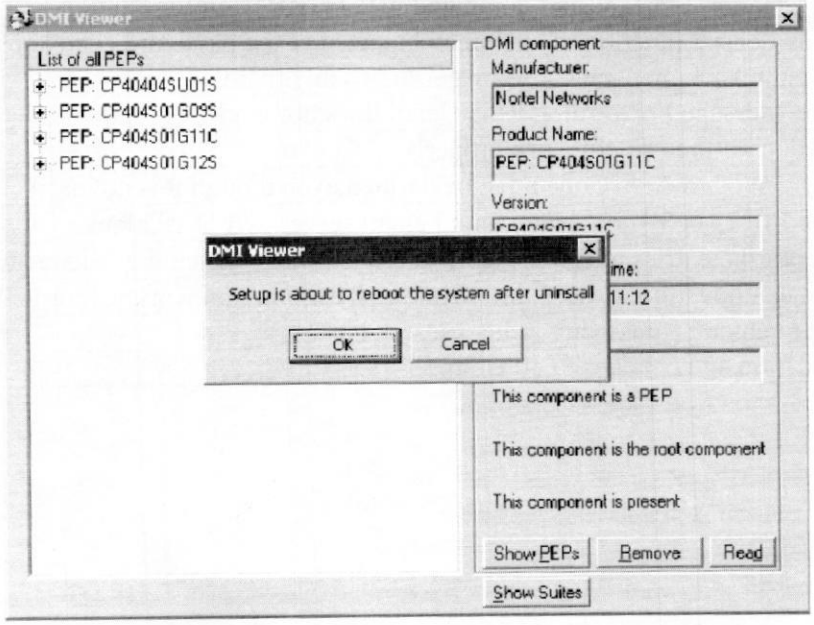
Select CP404S01G11C and click on the "Remove" button.
The "DMI Viewer Uninstall request" window will be appeared.



Click on the "Yes" button.
The DMI Viewer will start to uninstall CP404S01G11C. Wait while the uninstall process completes.



A window will appear with the status of the uninstall operation.
Click on the "OK" button to continue.



You will be prompt to reboot.
Click on the "OK" button to reboot the CallPilot server.

List of Fixes and Enhancements:

The following fixes and enhancements are addressed with CP404S01G11C:

CR	Title
Q01229054	BWCompt: Backup/Restore link on CP Manager doesn't work
Q01227401	User Restore could not retrieve user list from a stand-alone CallPilot Manager
Q01221950	AOS/Maintenance not working.

Other fixes and enhancement resolved in previous version of CallPilot Manager

CR	Title
Q01195685	Unable to add vpim if networking and nms disabled
Q01211821	CallPilot crashed, all services down after running re-install
Q01206484	CallPilot Manager 4.0 SU01 (CP404S01G01C) is not registered in DMI on CP 2.02
Q00460625	Incorrect value in column ClientNetworkAddress of table NMomAdminJournal
Q00929931	User can not record any greetings with CallPilot Manager Player
Q01051426	Data cannot be updated.
Q01091485	Not all channels Start on start command in Channel Monitor
Q01111320	TAB key doesn't function as customer expected in the password change page
Q01121810	Can not add backup when CP Manager logins an other CP server
Q01125045	Help for Message Forwarding Rule Detail does not work.
Q01141541	Some Help buttons do not work properly
Q01157224	In Config Wizard Area Code must be defined even though it is not used
Q01157596	Receive Error 60637 creating external email server w/ LDAP blank
Q01161696	Number of the entries to display field doesn't validate the entered characters
Q01172642	Can not enable Directory Synchronization - Test function working correctly.
Q01180907	Unable to enter "-" character in ldap search base
Q01182831	Modification and changes to all Help

NORTEL

CallPilot Release 2.02 Service Update 4
Date: 31 January 2005

CallPilot Manager version 02.01.27.22 for CallPilot 2.02

Description:

This PEP contains several fixes and enhancements for CallPilot Manager. For a detailed list, please see the "List of Fixes and Enhancements" section at the end of this document.

Installing the PEP:

Please read this section in its entirety before proceeding.

PEP CP202S04G18C contains version 02.01.27.22 of CallPilot Manager. This version is designed to and operates best with CallPilot Server version CP2.02 SU04 (CP20127SU04S).

Note 1:

CallPilot Manager version 02.01.27.22 obsoletes all previous versions of CallPilot Manager. This version incorporates all fixes/enhancements of previous version as well as provides additional fixes/enhancements.

The readme.txt file contains short instruction on how to install CallPilot Manager (CP202S04G18C or later) on both the CallPilot Server and standalone Web Server . You can use this file or the readme.txt file as a guide to install CallPilot Manager.

Note 2:

It is recommended that PEP CP20127SU04S be installed on the CallPilot Server during the same maintenance window as PEP CP202S04G18C is installed on either the CallPilot server or the standalone Web Server. CallPilot Manager version 02.01.27.22 may not behave correctly with earlier versions of the CallPilot Server software (pre CallPilot 2.02 SU04).

Note 3:

While installing PEP CP202S04G18C on a CallPilot Server, ignore any system warnings during the installation procedure.

Step by Step instructions for installing of CallPilot Manager:

The installation of CallPilot Manager should take place from the D:\TEMP folder:

- If you are going to install CallPilot Manager using the PEP CD (NTUB43AE), copy the CP202S04G18C folder to the D:\TEMP folder.
- If you are going to install CallPilot Manager using the Enterprise Solutions PEP Library (ESPL), then download CP202S04G18C.exe from ESPL and unzip the CP202S04G18C.exe to the D:\TEMP folder.

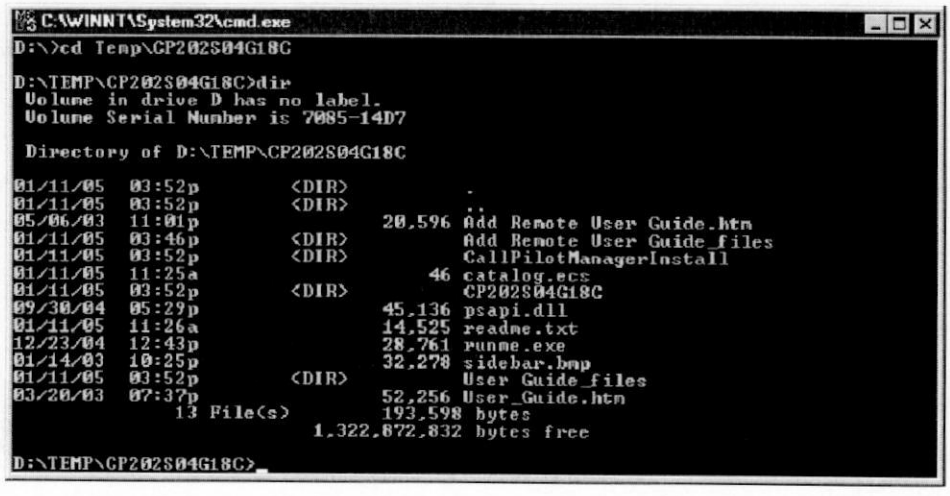
This version of CallPilot Manager contains an enhanced version of setup. The new version of setup will stop and restart the IIS server and related services, launch the cpmgrsetup.exe to install/upgrade CallPilot Manager, start the registration of CallPilot Manager in DMI Viewer (only on the CallPilot Server).

To install CallPilot Manager on the CallPilot Server, please follows instructions from the "Instructions for installing on the CallPilot Server" section.
To install CallPilot Manager on the standalone Web Server, please follows instructions from the "Instructions for installing on the standalone Web Server" section.

Instructions for installing on the CallPilot Server

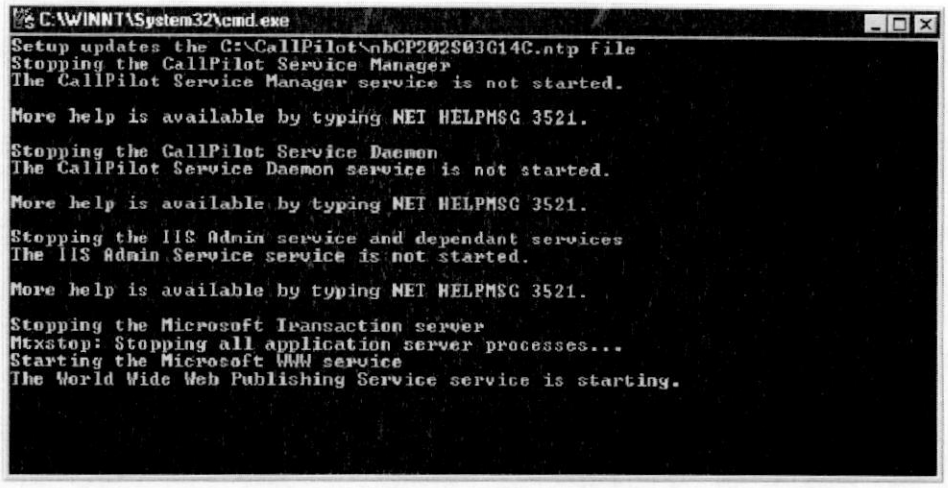
From the CallPilot Server, disconnect all browsers currently connected to CallPilot Manager..

Change your current folder to the D:\TEMP\CP202S04G18C folder.

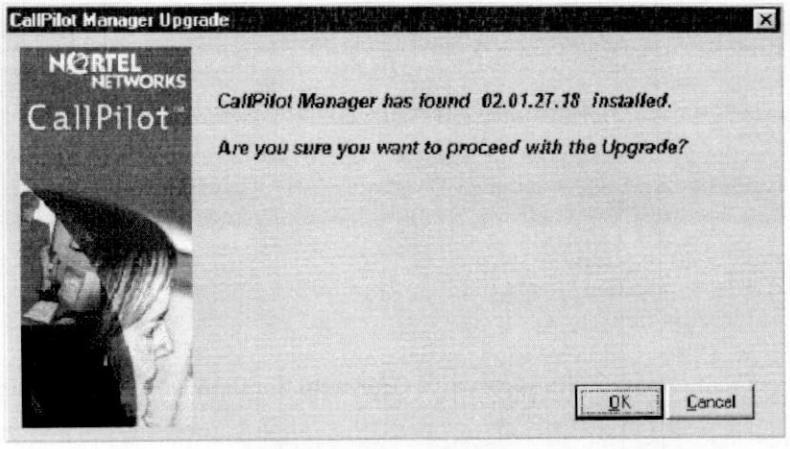


Launch the RUNME.EXE file included in the CP202S04G18C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.

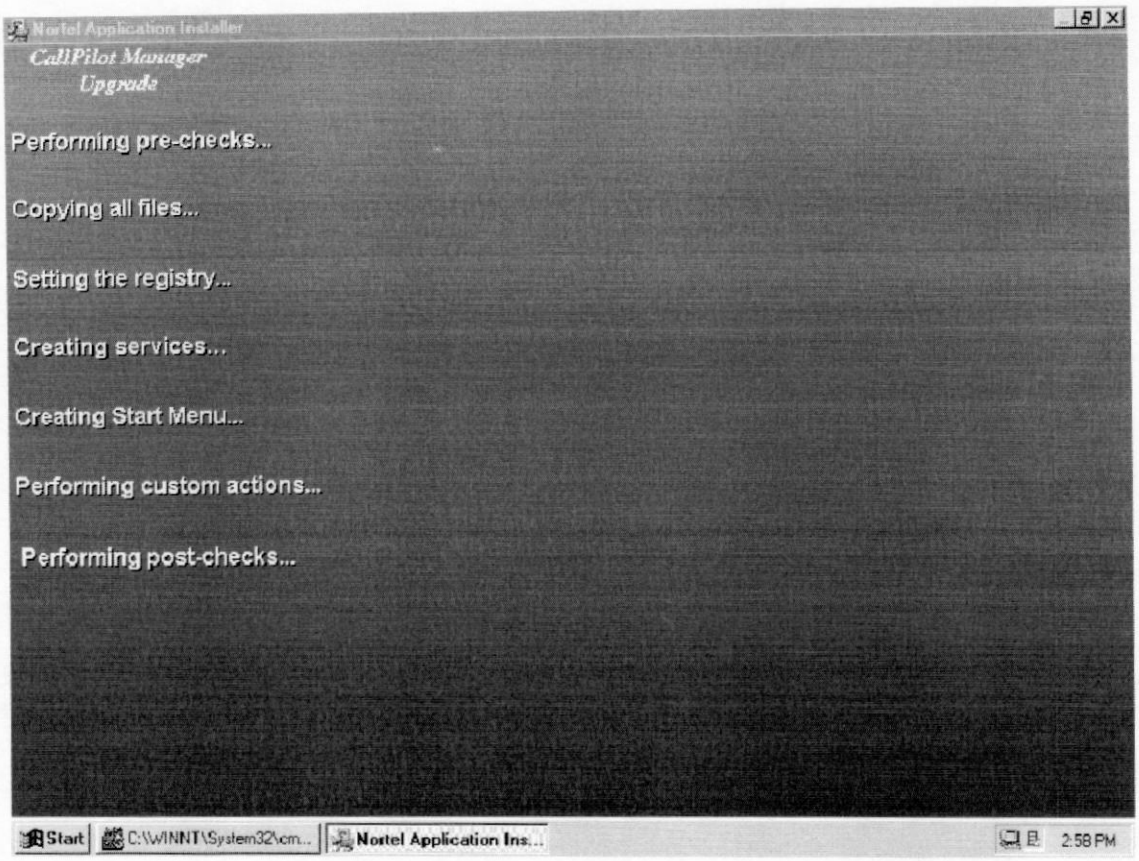


Please wait, it could take several seconds for the CallPilot Manager Installer to start.



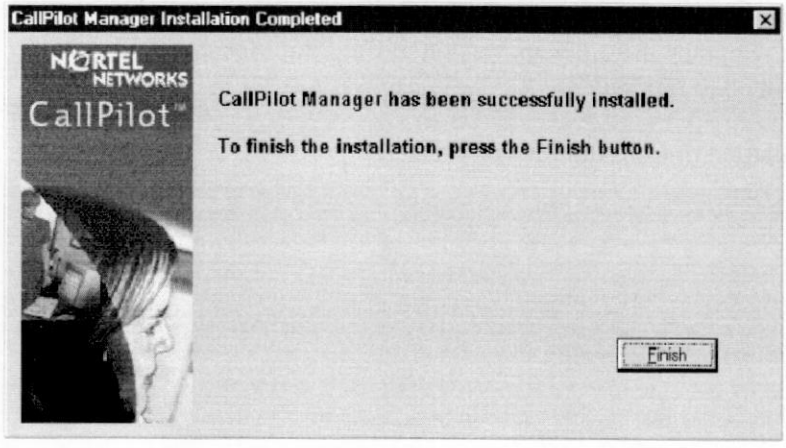
You will be prompt to upgrade the previous version of CallPilot Manager.
Click on the "OK" button to proceed.

Setup starts the installation of CallPilot Manager.

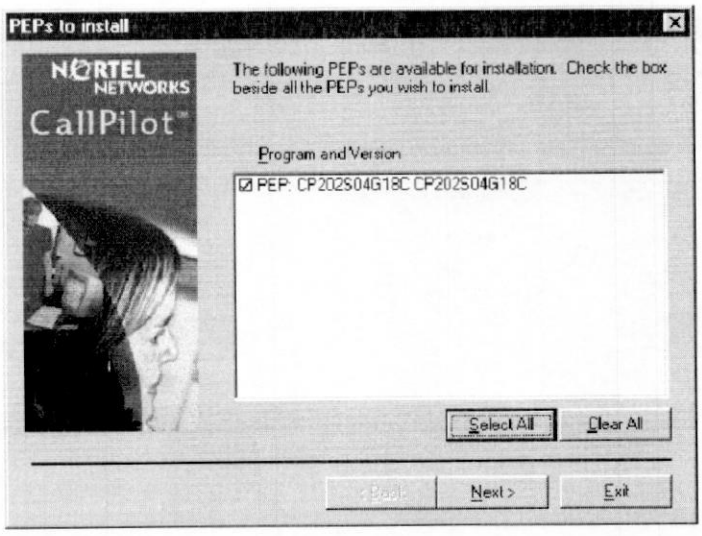


Wait for the installation to complete.

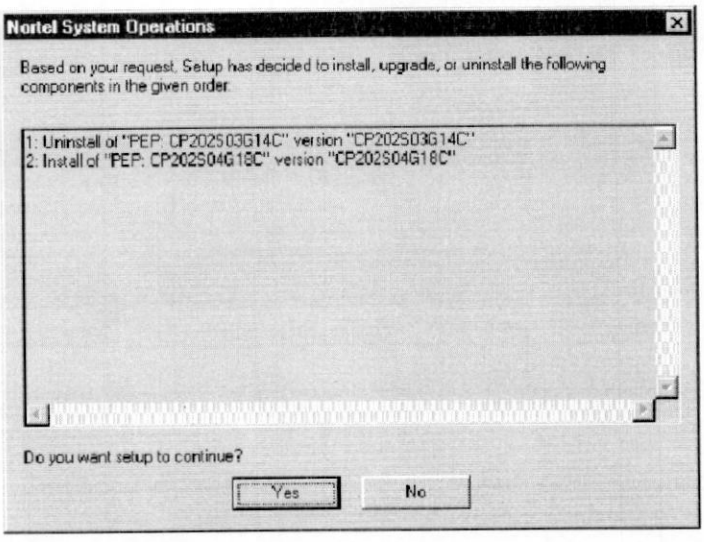
Once the install process completes, a window will appear with the status of the install operation.



Click on the "Finish" button to finish the CallPilot Manager installation and start the registration of CallPilot Manager in DMI Viewer.

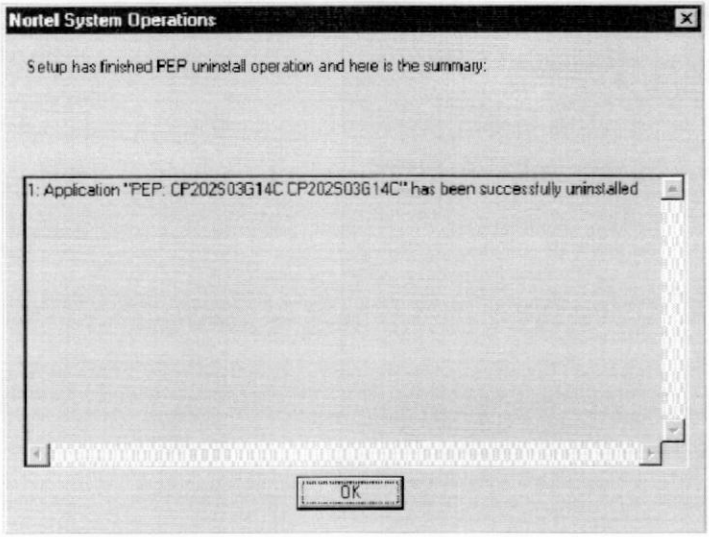


Click on the "Select All" button, the item "PEP: CP202S04G18C CP202S04G18C" will be checked. Click on the "Next>" button to continue.

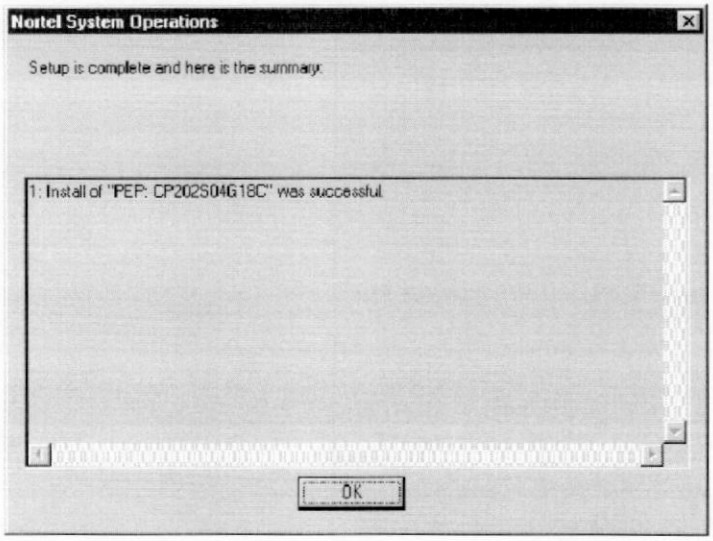


If the previous version of CallPilot Manager was registered in DMI, then you will be prompted to deregister the previous version of CallPilot Manager.
Click on the "Yes" button to proceed.

Wait for deregistration to complete.

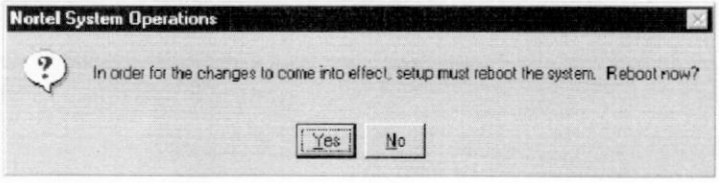


Click on the "OK" button to start the registration of CallPilot Manager PEP.



Wait for the DMI Viewer Registration to complete. Click on the "OK" button.

You will be prompt to reboot the CallPilot server.



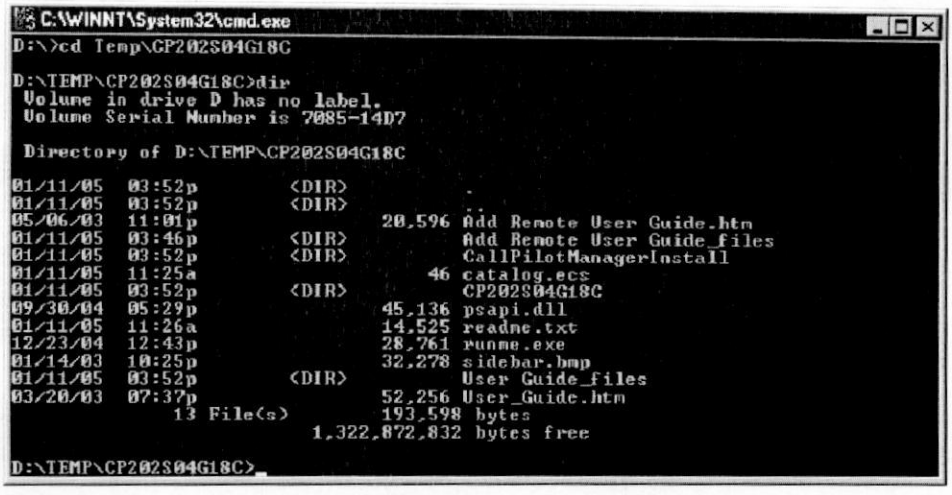
Click "Yes" to restart the CallPilot Server.

After rebooting, delete the CP202S04G18C folder from D:\TEMP directory

Instructions for installing on the standalone Web Server

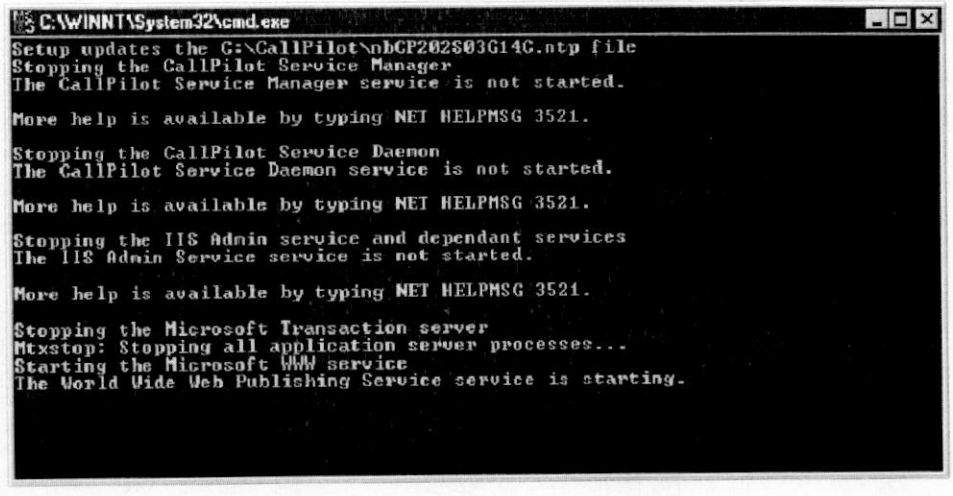
Disconnect all browsers currently connected to CallPilot Manager.

Change your current folder to the D:\TEMP\CP202S04G18C folder.

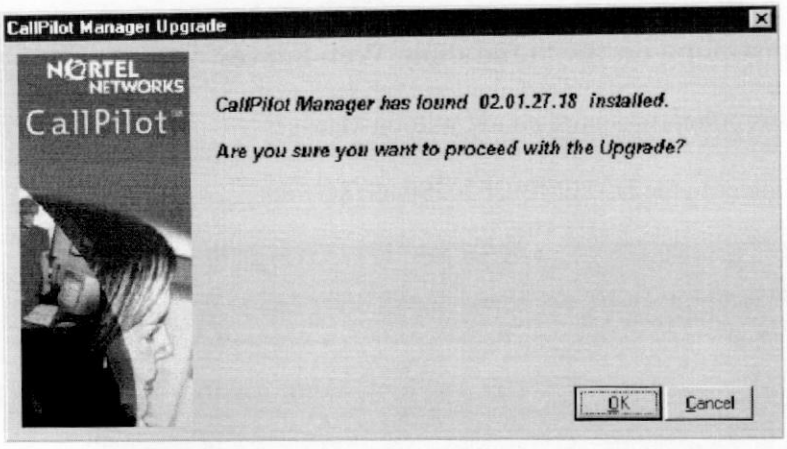


Launch the RUNME.EXE file included in the CP202S04G18C folder.
A new window will appear.

Setup stops and restarts the IIS server and related services.

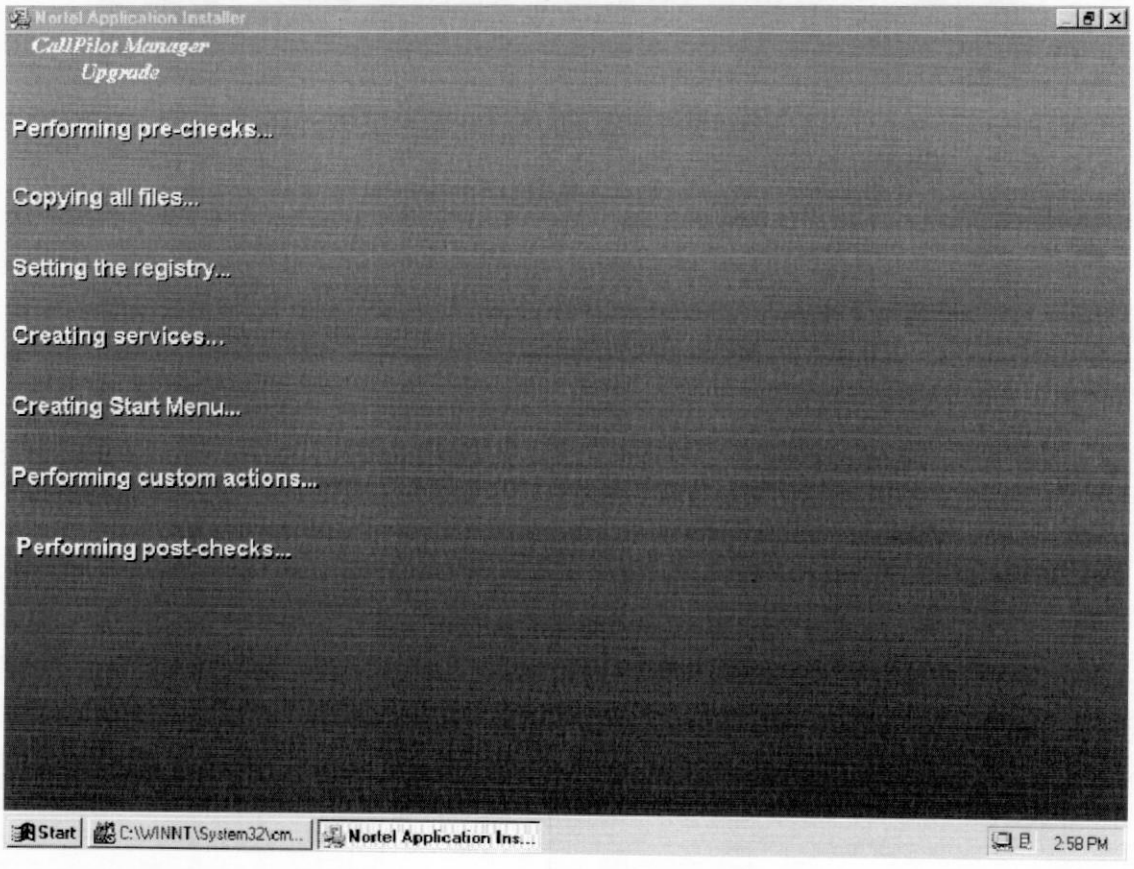


Please wait, it could take several seconds for the CallPilot Manager Installer to start.



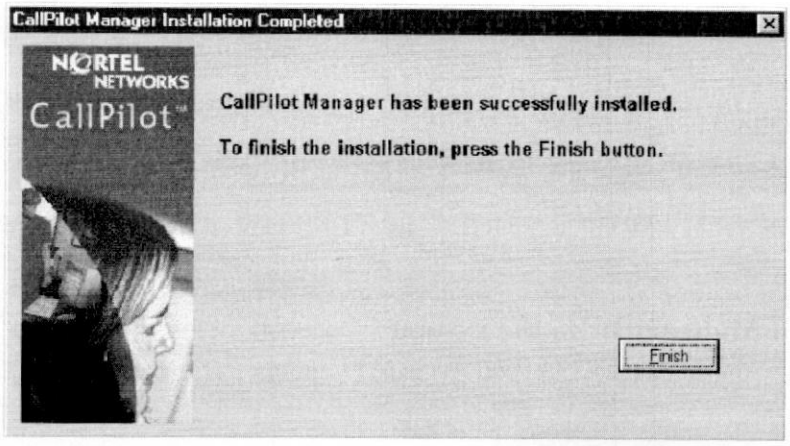
You will be prompt to upgrade the previous version of CallPilot Manager. Click on the "OK" button to proceed.

Setup starts the installation of CallPilot Manager.



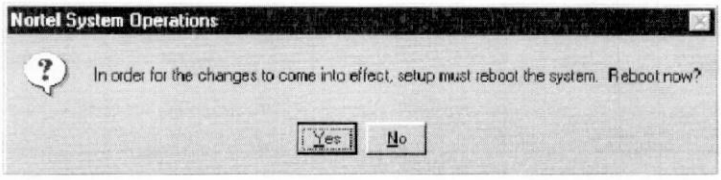
Wait for the installation to complete.

Once the install process completes, a window will appear with the status of the install operation.



Click on the "Finish" button to finish the CallPilot Manager installation.

You will be prompt to reboot the Web Server.



Click "Yes" to restart the Web Server.

After rebooting, delete the CP202S04G18C folder from D:\TEMP directory

Uninstall:

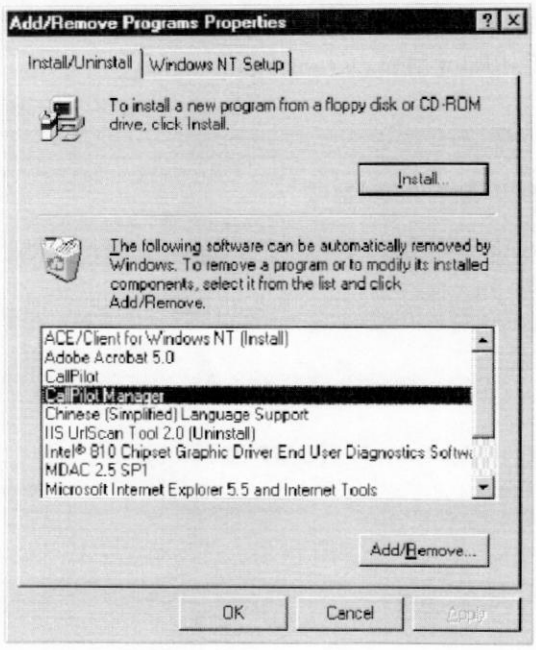
Uninstalling CallPilot Manager is a two step process:

- Remove CallPilot Manager from the system
- Remove the PEP CP202S04G18C from DMI viewer

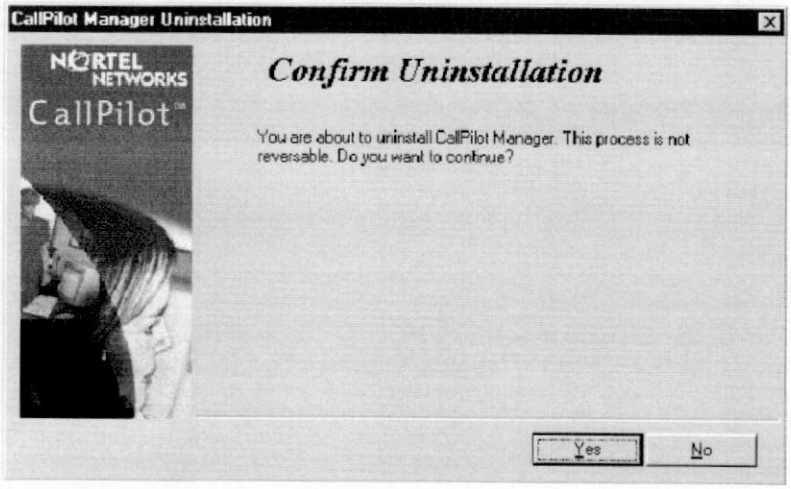
The second step "Remove the PEP CP202S04G18C from DMI viewer" is applicable only on the CallPilot Server.

Remove CallPilot Manager from the system

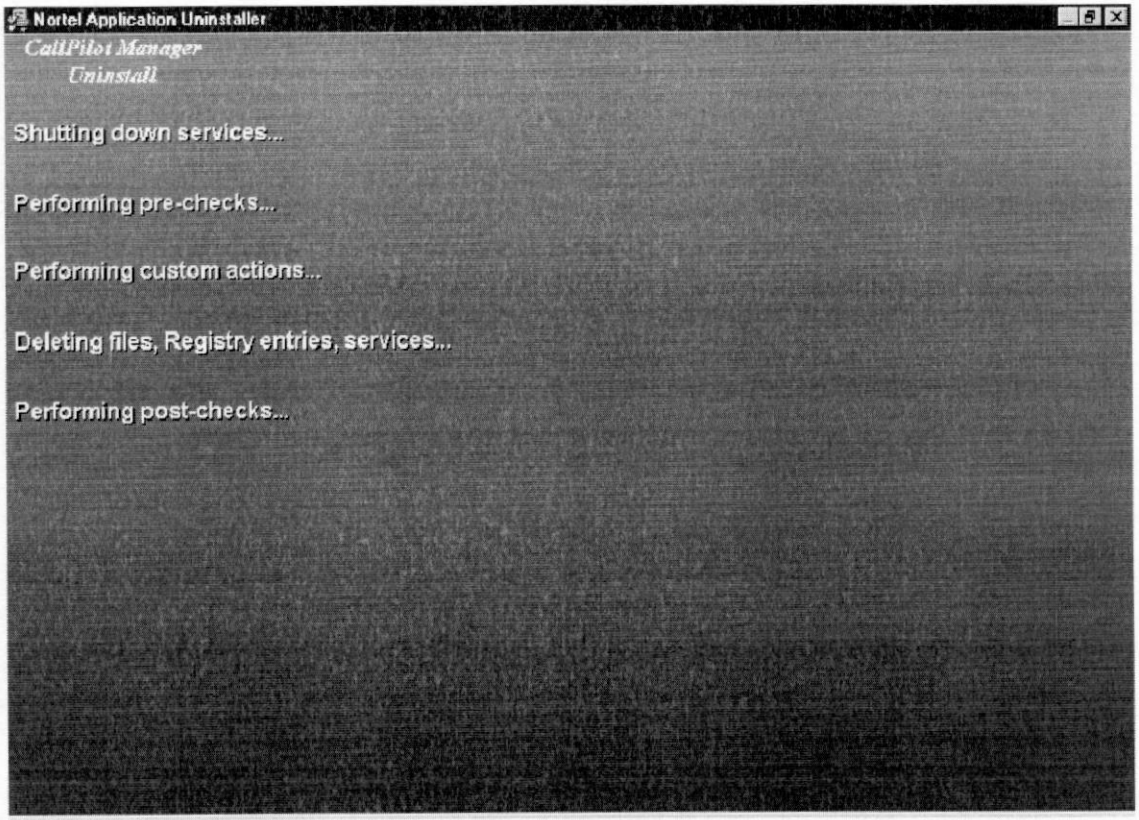
Go to Start>Settings>Control Panel. Click Add/Remove Programs.



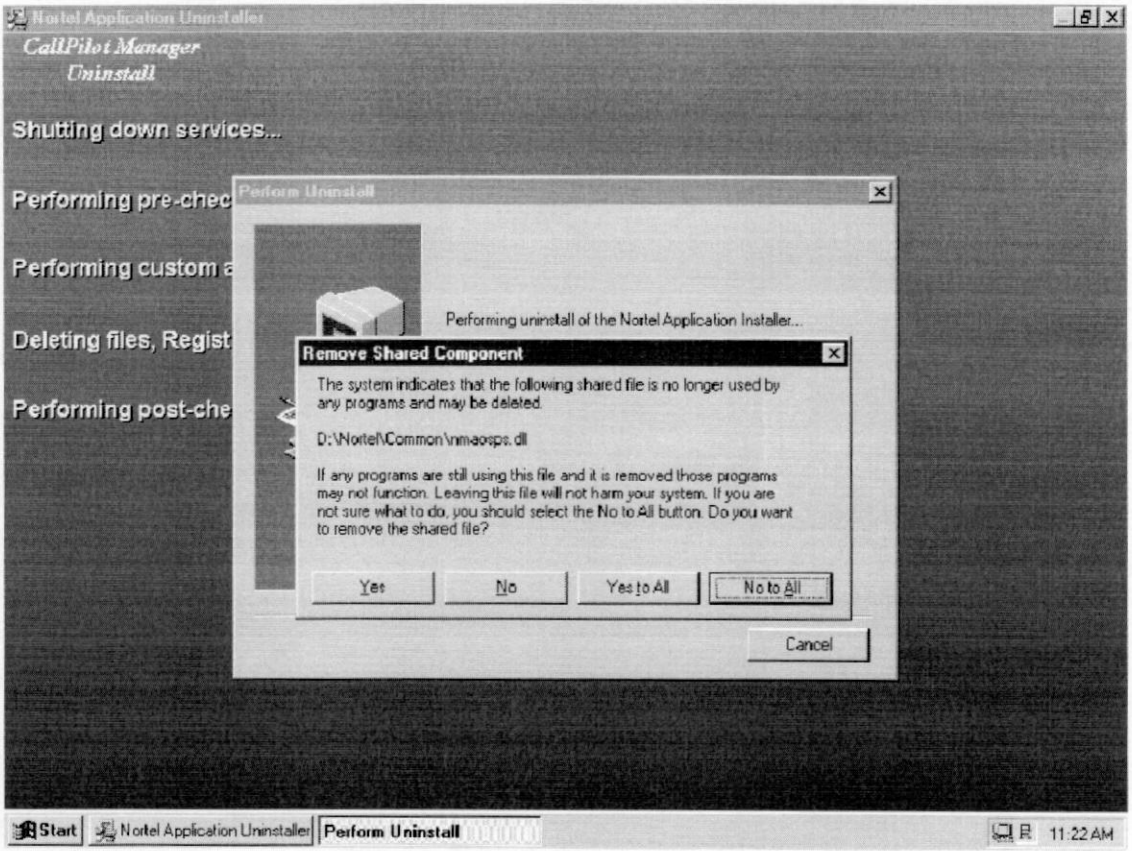
Select CallPilot Manager, and click Add/Remove.



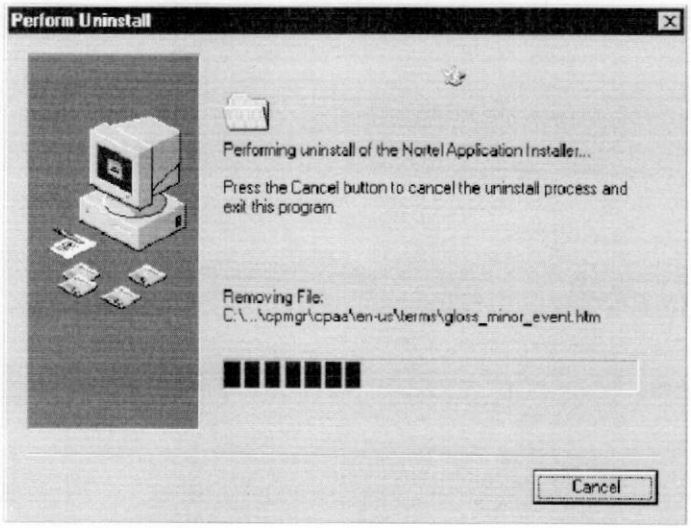
Click on the "Yes" button to start the CallPilot Manager uninstall.



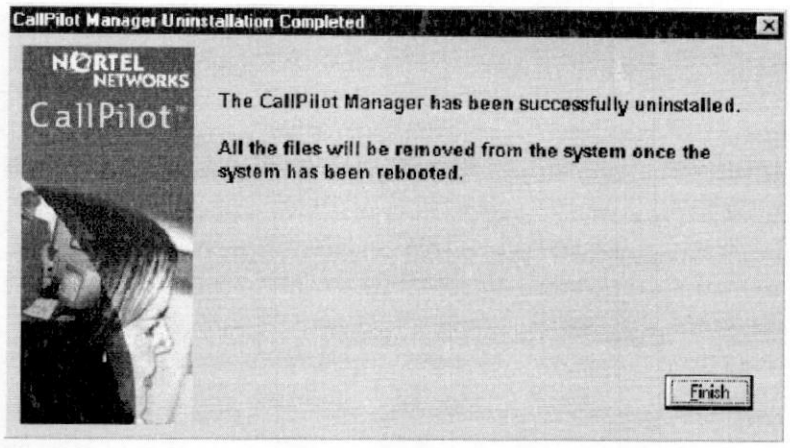
On the step "Deleting files, Registry entries, services" you will be prompted to remove the shared files.



Click on the "No to All" to continue the uninstall of CallPilot Manager.



Wait for the uninstall to complete.



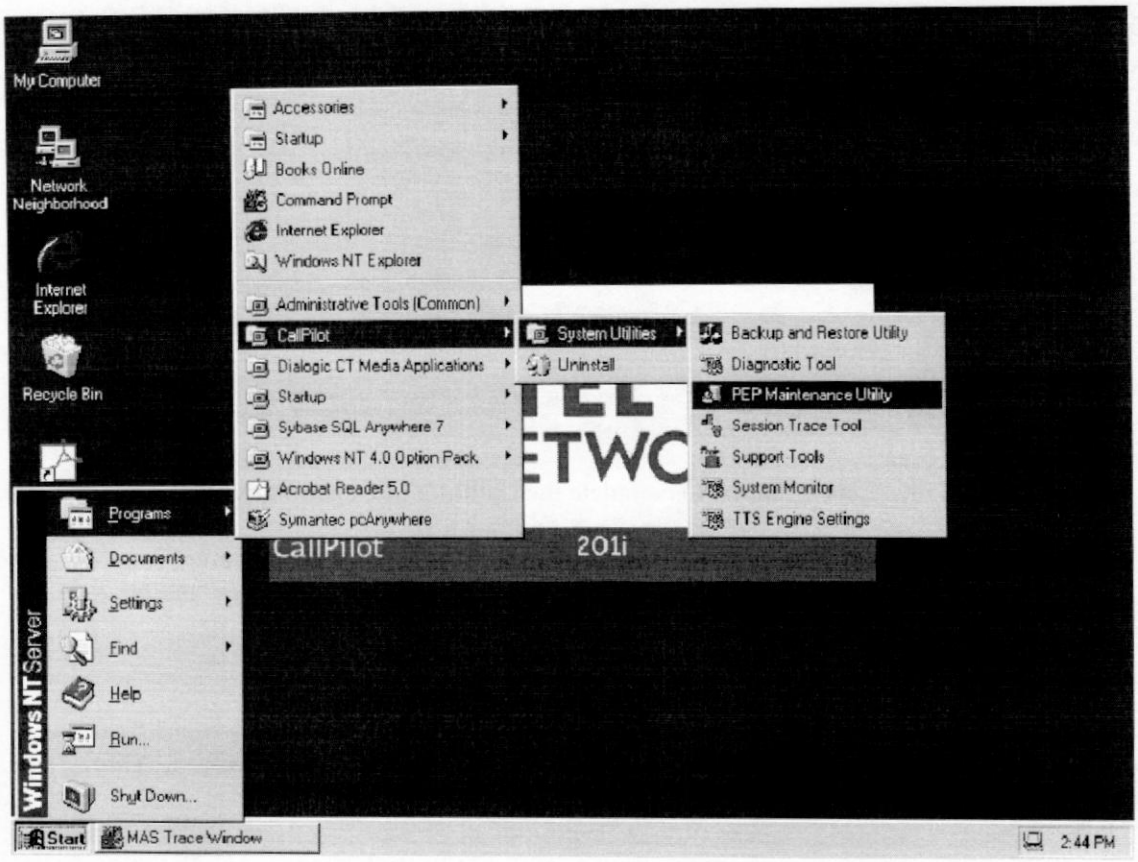
Click on the "Finish" button to complete the CallPilot Manager uninstall.

If you are on a standalone Web Server, you should reboot the Web Server. To reboot go to Start>Shut Down… Click Restart the computer? And click on the "Yes" button to restart.

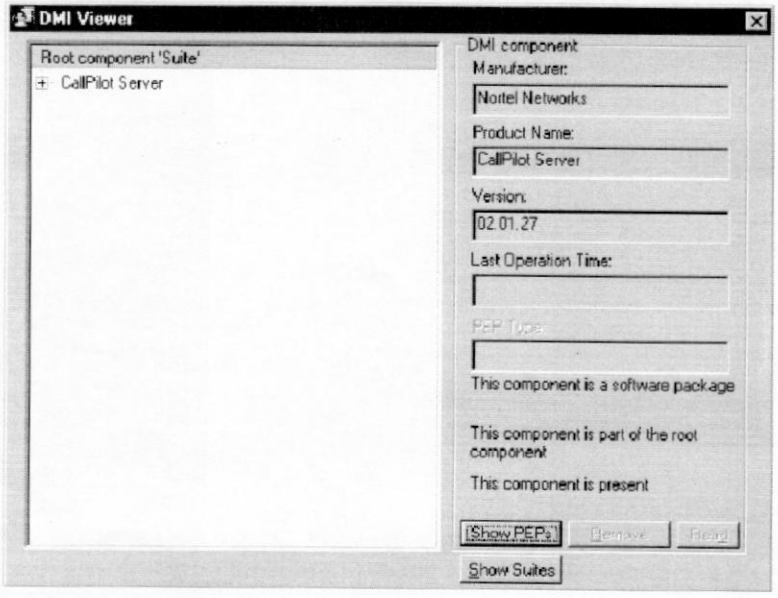
Remove the PEP from DMI viewer

No needs to remove the PEP from DMI viewer on a standalone Web Server. This step is applicable only on the CallPilot Server.

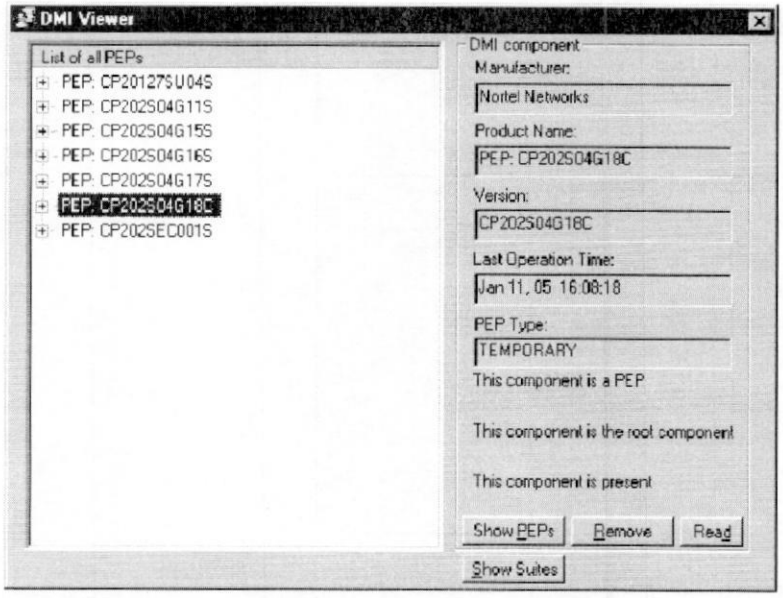
Go to Start>Programs>CallPilot>System Utilities>PEP Maintenance Utility.



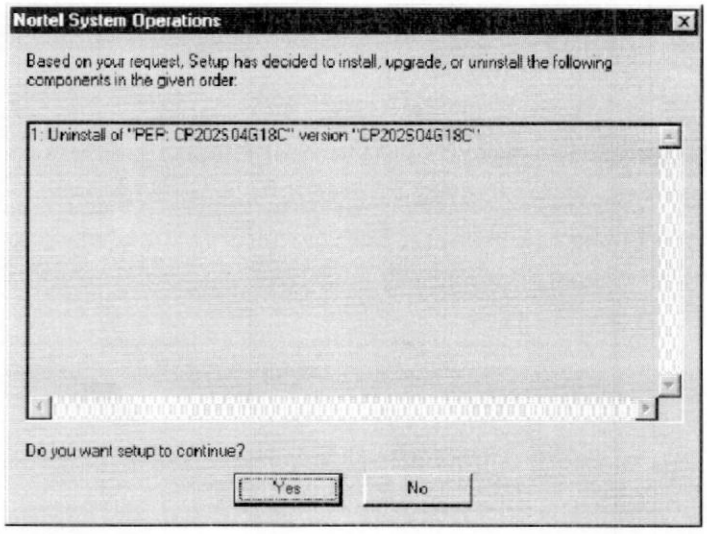
The DMI Viewer starts.



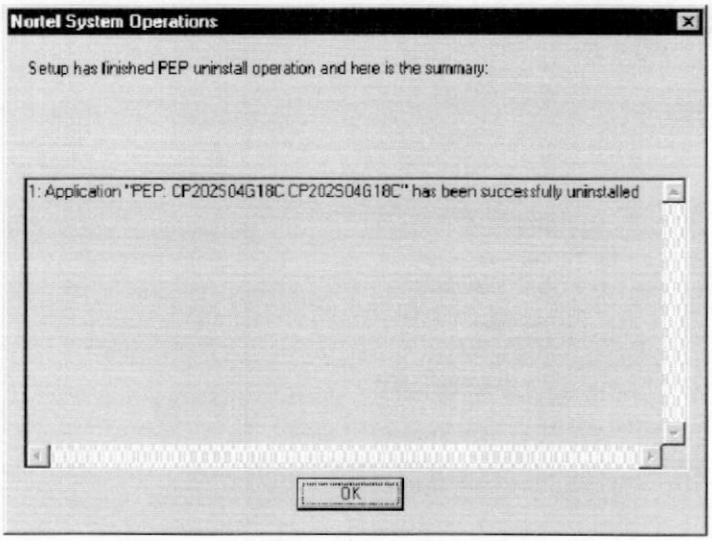
Click on the "Show PEPs" button.
DMI Viewer shows all PEPs installed on the CallPilot Server.



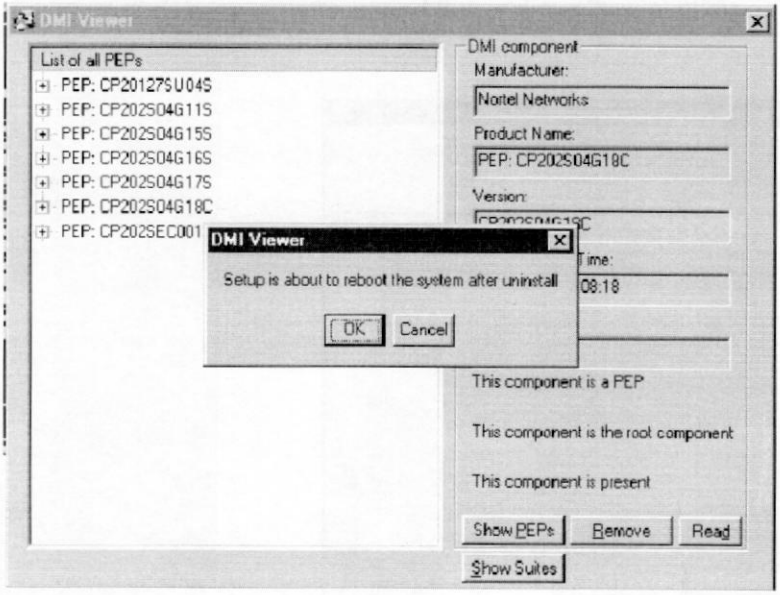
Select CP202S04G18C and click on the "Remove" button.
The "DMI Viewer Uninstall request" window will be appeared.



Click on the "Yes" button.
The DMI Viewer will start to uninstall CP202S04G18C. Wait while the uninstall process completes.



A window will appear with the status of the uninstall operation.
Click on the "OK" button to continue.



You will be prompt to reboot.
Click on the "OK" button to reboot the CallPilot server.

List of Fixes and Enhancements:

The following fixes and enhancements are addressed with CP202S04G18C:

CR	Title
Q00384044	Networking AMIS/Enterprise fields are available when features disabled
Q00545283	ConfigWizard Error: Running GETNICLIST. Error Code 34222, Cannot get language info
Q00614089	CallPilot Manager does not block ability to backup to CallPilot server
Q00680532	Can not delete the remote server when there is user
Q00696287	Archive is not listed for restore if there are no voice files in it
Q00746919	Full system backup to remote disk fails - error 41809
Q00888954	Backup tape does not correctly record users archive but reports successful
Q00897117	Restore deleted users got web page problem
Q00923771	CallPilot Manager PEP installation should have only one startup file
Q00932195	CallPilot Manager does not allow to enter PIN for Voice Pager
Q00944094	Unable to add user
Q00945829	Data on reports becomes corrupt after exporting reports
Q00944872	Unable To Print a Complete list of Users from CallPilot - CPU cycles to 100%
Q00958479	Export in CallPilot Manager to include more fields
Q00977011	CallPilot Manager should contain recent CallPilot Player
Q00977032	Event descriptions should be updated in the CallPilot Manager
Q00980913	Unable to save mailbox if extension DN and remote notify device are the same
Q00589940	CallPilot 2.0 Messaging Networking Configuration issues
Q01016878	CallPilot changes RN device type from Paging Service to telephone after upgrade
Q01035702	CP202S04G05C can not be installed on Windows 2000 standalone server using runme

Other fixes and enhancement resolved in previous version of CallPilot Manager

CR	Title
Q00598391	Restore issue when user has a space in the last name
Q00637097	Unable to print or export users list in pre-selected sorting order
Q00634720	RN Status in CallPilot Manager is inaccurate
Q00634195	User unable to login using address on preset server list
Q00631733	Multimedia Building Block Summary Report has extra line for abandonment
Q00628149	RN audit trail detail report - Channel number missing on some events
Q00627749	Request for AUI prompts for log in from EM
Q00626977	Error Status and Enterprise Diagnostics Testing missing from CallPilot
Q00623105	Satellite (NMS) admin users are not able login to CallPilot Manager
Q00600822	Error occurs when trying to save User Template
Q00599164	SMTP or VPIM activities to monitor field is empty after entering the activity
Q00596637	FAX print audit detail report contains invalid reason code
Q00596577	CallPilot Manager First time unable to access the password in the VPIM PWD field
Q00595680	Fax On Demand Audit Trail Detail Report not pegging call attempts
Q00594714	DTT /DTF no answer retry interval timer should be less than the stale timer setting
Q00594502	MTA crashed when sending Enterprise NWB time delivery messages
Q00592845	DTT Audit Trail Detail Report contains multiple entries for single event
Q00589350	Unable to login to CallPilot Manager using entry from preset server list
Q00576493	Users are not displayed in order when viewed in CallPilot Manager
Q00569232	Unable to add Network addresses to an SDL from CallPilot Manager.
Q00489343	Wrong description of the Reporter application in Server settings
Q00384062	Last server accessed not available until preferences defined
Q00379198	Unable to courtesy stop except for individual channel
Q00633307	CallPilot Reporter unable to export html 3.2 or 4.0 files
Q00652276	Incorrect start time and end time on schedule printing/exporting in Reporter
Q00597040	Wait before send C does not work if non-zero value exists in DB after upgrade
Q00661203	Updated CallPilot Manager Online Help.
Q00658510	Unable to re-install and upgrade CallPilot Manager on standalone that using Win2K.

Q00594642	Memory leak seen during system restore
Q00640151	Backup/Restore: Restore from Full system backup completes but data is lost
Q00588004	User archive failed without error indication
Q00614548	Scheduled Backup problems
Q00635675	User archive failed to handle simultaneous Backup/Restore processes
Q00635676	Restore process unable to handle simultaneous Backup/Restore processes
Q00635687	Backup failed without warning when browsing another web page
Q00635699	Listing multiple Disks/Tapes from support tool displays incorrectly
Q00637568	5000 users restore hangs CallPilot Manager screen and slows voice response
Q00634188	Unable to use Preferences on standalone CallPilot Manager.
Q00691531	Scheduled backup to LAN fails
Q00687328	Scheduled backup aborts active remote disk backup.
Q00681524	System backup skips database
Q00708428	Issue with Scheduled backups to Tape
Q00695495	Selecting 200+ remote user causes infinite loop in archive
Q00325675	Backup Now option can kill a scheduled backup
Q00663389	Reporter's mailbox counts reports show incorrect built mailbox
Q00703136	E-Mail address for Email-By-Phone will not accepted with a '-'
Q00716011	Reporter installation failed due to msvcp60.dll missing in \WINNT\System32
Q00628610	In DTT audit Trail Summary report retry counter fails to increment
Q00628171	In RN audit detail report call retries initial peg is not correct
Q00745550	Failed to add user when mailbox addressing fails to follow dialing plan
Q00740943	Unable to administrate users without last name
Q00749370	Unable to add Mailboxes when the number SDLs exceed a certain limit
Q00715704	Email by phone fails to work with email account name exceeding 32 characters
Q00763199	Ability applied to print all SDL list entries at once ; not just individually
Q00763295	Ability applied to sort all SDL lists by list name or address number
Q00764682	Unable to add users with more than 200 user templates
Q00762507	Unable to print sorted SDL users list
Q00745034	Unable to print sorted list of users from CallPilot Manager
Q00760106	Voice storage limit expanded beyond 360 minutes (6 hours)
Q00667003	Advanced search for remote notification status invalid
Q00748333	Unable to add SDN entry using default applications
Q00776433	CallPilot Player needs to be updated
Q00779358	Failed to bulk add users through Auto Admin with Netscape
Q00779387	Reporter: Month field grayed out for monthly report printing schedule
Q00780248	Failed to save External Email Servers through Netscape
Q00750197	Duplicate SDL entries error is unclear
Q00739421	Unable to login to CallPilot Manager with SSL enabled
Q00762166	CallPilot Manager is inaccessible with SSL enabled
Q00744972	Erased tape can no longer be used for CallPilot backups
Q00740196	Bad tape format logged, but backup successful is shown in CallPilot Manager
Q00785330	Unable to login to CallPilot Manager
Q00786810	CallPilot fails to display users when pressing Next button under search
Q00794347	Failed to delete registry value during CallPilot Manager uninstall
Q00782597	Failed to login to CallPilot Manager with SSL port set to 993
Q00693836	Sun J2RE 1.3.x JVM support enabled in CallPilot Reporter
Q00746278	Configuration wizard datafill incorrectly if agent info has leading digit '0'
Q00778694	Volume ID is not shown when using Auto-Distribution
Q00799960	Unable to add more than 25 characters comment in RPL detail page
Q00790760	Temporary Remote User search never stops counting/listing users
Q00689486	CallPilot 2.02 unable to recover properly after System Reboot
Q00383840	State of Networking Tree should be maintained
Q00607557	Backspace key fails to work when using CallPilot Manager
Q00819494	User Archive failed in AOS due to incorrect LDAP filter from CallPilot Manager
Q00812704	MTA should recover from corrupt message
Q00824757	Unable to add new remote users to SDLs if 200 or more SDLs exist
Q00477852	View user class, click cancel, takes user to classes.
Q00411423	Cannot filter for "System Backup" on the Backup/Restore history page

Q00372103	Users are not sorted by default at any field
Q00376754	Backup/Restore Utility will not function after upgrade
Q00638552	Full system backup partially completed some items skipped.
Q00650457	Request to remove message length field from Notification Device Classes
Q00665091	Mailbox receives over 7000 messages because of remote text notification
Q00790713	User search only looks at last four digits
Q00795278	Unable to view detailed or summary log via CallPilot Manager
Q00825653	Unable to print broadcast addresses or network data if remote site data is large
Q00825768	Pager Service configuration is misleading
Q00834738	CallPilot TUI Timeout changes not active on mailbox session
Q00836990	Inconsistent sizes of arrays to store mailbox numbers for user archive/restore
Q00840274	Could not delete/modify backup device if its name contained a single quote (')
Q00841061	CallPilot Manager allows archiving of remote users but it does not work
Q00842311	Restore of 600+ deleted users fails.
Q00843338	Select All users to restore from archive hangs CallPilot Manager screen.
Q00844388	Not specified/Selection in the Networking Tree should be maintained
Q00844391	Four-sign fields in Keycode entering behave wrongly if last sign is zero.
Q00855020	CallPilot Manager locks accessing Performance Monitor
Q00856031	Enterprise Networking. diagnostics fail and event 40539 occurs
Q00863888	Incorrect Online Help on some alarms generated by the Hacker Monitor
Q00868270	SDN listing repeats last row on next page
Q00871193	Audio Conferencing field on Templates Page
Q00872647	Enable the user the ability to turn ON/OFF the RTN localization feature
Q00880788	DataBase Internal error occur during the saving of Mailbox classes
Q00886640	User export via CallPilot Manager will not work for General Properties or Admin
Q00383806	Auto logon can be set with no Extension DN.
Q00477860	Unable to play "To", "From", and "Subject" field if language not selected.
Q00869525	Initiation of backups and restores is not reported.
Q00871757	CallPilot Manager for CP 2.02 will not allow the octothorpe.
Q00895760	Remote notification to mailbox's DN number.
Q00905376	Cancel button is not working on userdetails page.
Q00907891	SDK use of null pointer
Q00844392	"Prev" button doesn't work on user search page for Netscape Navigator

NORTEL
A World of Networks

Number: CALA-078-PB

Date: June 1997

Introducing X11 Release 22.16 - Software Upissue

Nortel CALA Inc., announces the introduction of Generic X11 Release 22.16 - an upissue to the existing Release 22.08 software, originally launched in October 1996.

Following are the key improvements offered with this release of software:

- BCS Template Expansion
- Conversion from 21E (21.44 on the Option 11E) to 22B (22.16 on the Option 11C)
- Expanded Basic Configuration data options
- New X11 RAN mode called Multi-Channel Level Start/Control mode (MLSS)
- Various bug fixes

BCS Template Expansion

Under rare circumstances, during an X11 Release 21 to X11 Release 22.08 conversion, there was a possibility of exceeding the maximum amount of memory that was allowed for a BCS template. This problem has been fixed on 22.16. (Refer to North America Product Bulletin #96054 for details of the original problem).

Conversion from 21.44 to 22.16

Conversions from X11 Release 21.44 to X11 Release 22 are now supported with the 22.16 software.

Expanded Basic Configuration

As noted in Product Bulletin CALA-059-PB, in Release 22.08, the "Basic Configuration" default data option provided only a configuration record and no other customer data.

In X11 Release 22.16, the "Basic Configuration" data option has been expanded to include the following:

- Directory
- Superloop blocks
- IMS TN table
- CSL blocks
- background port ID blocks
- LAPW blocks
- Configuration Record
- patch
- IMS link no. table
- VAS blocks
- aries data block
- XPECs blocks
- physical dump record
- asynch blocks
- background TTY blocks
- SYS PARAMS block

The 22.16 Basic Configuration doesn't include Model sets, routes, TN's etc.

The "Pre-Configured" data option includes a complete default data set including model sets etc.

Multi-Channel Level Start/Control RAN Mode

With Multi-Channel Level Start/Control mode, customers can provision separate individual RAN channels (or messages) to each RAN trunk member. The maximum length of the message for the new MLSS RAN mode is 608 seconds.

Bug Fixes

The following reported bugs have been resolved:

RECORDED ANNOUNCEMENT	BV51472
TRAFFIC	BV51634
VIRTUAL NETWORK SERVICES	BV52947
MIDNIGHT ROUTINES	BV54031
DATA DUMP	BV54637
INITIALIZATION	BV55506
SCPU COMMAND	BV55850/BV59427
MAT	BV56613
MERIDIAN MAIL	BV57542
BUSY LAMP FIELD ARRAY	BV57555
INCOMING DIGIT CONVERSION	BV57698
ISDN	BV57717
ISDN	BV57718
MAINTENANCE WINDOWS	BV57830
SERVICE CHANGE	BV58055
ALARM MANAGEMENT	BV58839
SYSTEM	BV58979
CONVERSION	BV58990
CONVERSION	BV59564
ISDN	BV56623
CONFERENCE	BV60209

Software Order Codes

All software order codes for Rls 22 will remain the same.

Documentation Order Codes

All documentation order codes for Rls 22 will remain the same.

NORTEL
NORTHERN TELECOM

Software Quality Improvement Program

SOFTWARE RETURN FORM

(Out of Box Failure Situations)

Northern Telecom is striving to improve the quality of our software products. If any product is found to be defective, please contact CTS for assistance. Please return defective product with any applicable printouts, and a brief description on the back of this form to one of the two addresses below.

A. Meridian 1 and Option 11 products should be returned to:

Nortel CTS
ATTN: Roger Naujoks
M/S 468/02/A20
2100 Lakeside Blvd.
Richardson, Tx. 75081

Your continued satisfaction is our goal.
Thank you for your cooperation.

Instructions:

Contact CTS to open a CSR trouble ticket.

United States:	1-800-766-3827
Canada:	1-613-966-8181

Fill out all pertinent information on reverse side of this form.

Check the appropriate box (es).

Attach TTY printout of error message to the software return form. Write CSR Ticket # on the software return form. Also, please include a copy of the configuration record and password. This will help us in our investigation of the fault to improve our process to reduce the incidence of failure.

Additional space is provided on the back of this form for your comments, suggestions, or other information.

If you have any question or concerns, please contact your CTS representative at:

United States:	1-800-766-3827
Canada:	1-613-966-8181

SOFTWARE RETURN FORM

DATE: _____ DATE SOFTWARE RECEIVED: _____

DISTRIBUTOR: _____

CUSTOMER: _____ PHONE #: ( ) _____

CONTACT NAME: _____ FAX #: ( ) _____

SYSTEM SERIAL #: _____

PURCHASE ORDER #: _____ CSR Ticket #: _____

BNA #: _____

NOTE: PLEASE ATTACH TTY PRINTOUT AND RETURN THIS FORM WITH THE SOFTWARE

CHECK	PROBLEM
☐	INCORRECT GENERIC RECEIVED Generic Ordered _____ Generic Recieved _____
☐	INCORRECT RELEASE RECEIVED Release Ordered _____ Release Received _____
☐	MISSING OPTIONS List Missing Options _____
☐	SOFTWARE ID AND CARTRIDGE ID DO NOT MATCH SYSTEM RELEASE #
☐	SOFTWARE WILL NOT LOAD Error Message _____
☐	SOFTWARE WILL NOT DATA DUMP Error Message _____
☐	CONVERSION DOES NOT WORK Error Message _____ From Generic _____ Release _____ To Generic _____ Release _____ To Generic _____ Release _____
☐	CONTROLLED RELEASE BULLETIN Not Shipped with Software _____ Incorrect Bulletin for Software received _____
☐	OTHER (Please specify) _____ _____

NORTEL
A World of Networks

Sales and Marketing Bulletin

Number: CALA-126-MB
Date: April 1998

Meridian MAX Release 8

Nortel is pleased to announce the general availability of Meridian MAX Release 8. Meridian MAX 8 is the latest issue of the popular MIS call centers tool which continues to make the Meridian 1 Call Center portfolio a superior offering. Meridian MAX offers increased capacity and processing power. The number of Calls Per Hours has increased for both the AM module and the IPE module. Increased storage allows supervisors to take advantage of new reporting features. MAX 8 continues to provide the tools needed for proper administration, monitoring and reporting for all types of Call Centers.

Meridian MAX Release 8 includes all the capabilities of Release 7 and contains several enhancements requested by customers, as well as improvements that maintain integration with other components of the Call Center product portfolio. As with Meridian MAX 7, Meridian MAX 8 is packaged in a *single* Application Module for Meridian 1 Options 21 through 81, or in the Meridian MAX IPE for Options 11 through 81.

Meridian MAX offers Call Centers of all sizes solutions to position themselves competitively in the market, reduce costs and increase profits in the Call Center, and empower the supervisors and agents to excel at their tasks.

AM = application Module.

Meridian MAX Release 8 Overview

Meridian MAX 8 introduces numerous new enhancements including:

SNN-E Hardware Configuration - Upgrades SNN Processor Board :

The new processor board is based on the Motorola 68060 chip which is a 32 bit chip running at 50 megahertz. The previous board was based on the Motorola 68040 chip which is a 32 bit chip running at 33 megahertz.

Increased Call Processing Capabilities:

Based on hardware and software efficiencies in MAX 8, both the IPE and Application Module systems will now be able to process more simple ACD calls per hour, as follows:

- IPE-E systems with MAX 8 will support 10,000 simple ACD calls per hour (up from 5,000 in the previous release).
- SNN systems that do not upgrade their hardware to the new processor board will support 20,000 simple ACD calls per hour (up from 15,000 in the previous release).

- SNN-E systems with MAX 8 will support 30,000 simple ACD calls per hour (up from 15,000 in the previous release).

Increased Database Capacity:

- The IPE database has increased from 90MB to 250MB for a 178% data capacity increase.
- The SNN database has been increased from 350MB to 460MB for a 31% data capacity increase.

New enhanced versions of Meridian MAX hardware:

- **Meridian MAX-SNNE**
  - Motorola 68060 Processor
  - 2-GByte Hard Disk Drive
  - 19.2 kbps High-Speed Link
- **Meridian MAX-IPEE**
  - 1-GByte Hard Disk Drive

New Reporting Capabilities:

There are a variety of new and enhanced reporting capabilities allowing for increased productivity. The features increase the interworking between different applications such as Network CCR and Maxcaster demonstrating Nortel's commitment to providing a completely integrated solution.

Reports added for new DNIS fields: Number of Calls Routed, Number of Calls Disconnected, Number of calls busied, and Number of Calls transferred by IVR.

Network CCR Reporting: MAX8 will allow for Network, as well as Local and CCR reports. It will monitor and report special treatment of calls at multiple call centers.

Standard MAXcaster report formats: MAX8 will send pre-formatted MAXcaster reports to MAXcaster reducing Supervisor set-up time and possibility for human errors.

User Interface Enhancements: Multiple Queue Assignment (MQA) has been enhanced to display the priority in queue when MQA is in use.

Meridian MAX Release 8 includes the following features:

- **Agent Activity Code Reporting**
- **Agent Priority Display**
- **Banner Page Control**
- **Developer Kit for Meridian Event Interface**
- **DNIS-CCR Treatment Reporting**

- **Increased High Speed Link Bandwidth**
- **MAX Event Interface (MEI)**
- **Network-CCR Support**
- **New Processor and Mass Storage Unit**
- **Persistent Definition Numbers**
- **Print Monitor**
- **Seven-Digit DNIS Reporting**
- **Simultaneous Support Of MQA, NAC, And MSI**
- **Spare Position Hiding**
- **Standard MAXcaster Report Format**
- **Support of Year 2000**

Meridian MAX is available to customers using Generic X11 Release 18 or later software for Options 21 through 81C and X11 Release 18 or later on Option 11.

Meridian MAX Release 8 systems are compatible with the following Meridian 1 PBX systems:

- X11 Release 18, 19, 20, 21 for Option 11
- X11 Release 22, 23 for Option 11C (CP2)
- X11 Release 18, 19, 20, 21 for Option 21, 51, 61, 71
- X11 Release 18, 19, 20, 21, 22, 23 for Option 51C (CP1), 61C (CP1), 81 (CP1), 81C (CP1)
- X11 Release 22, 23 for Option 51C (CP2), 61C (CP2)
- X11 Release 21, 22, 23 for Option 81 (CP2), 81C (CP2)

Note: MEI requires at least X11 Release 19.

Seven-Digit DNIS Reporting requires X11 Release 23.

Network-CCR Support requires X11 Release 22.46. (CALA - Controlled Release Feature)

MQA can only be ordered for Meridian 1 Option 51C, 61C, 81, and 81C systems running X11 Release 21.19 or later software or on an Option 11C system running X11 Release 22 or later software.

Feature Description

- *Support of Year 2000* – Meridian MAX 8 includes an update to the operating system to support Year 2000.

- *Agent Activity Code Reporting* – This feature allows Meridian MAX 8 to store and report historical data on agent level activity code statistics. A new key field named Agent ID is available in the Activity Code statistic group. This feature allows call centers to track both group activities as well as individual activities to maximize call center productivity and ensure consistent use of activity codes.

- *Agent Priority Display* – The real-time agent performance display now provides agents' priority in queue(s) with MQA. This has been accomplished by adding a priority column. The priority column is displayed next to the column displaying the queue (ACD-DN). This feature allows supervisors at a glance to manage the various levels of agent expertise logged into specific queues in order to manage call center resources while maintaining high levels of customer service.

- *Banner Page Control* – Historically when a report was printed a banner page automatically printed. Now the banner page is optional.

- *Developer Kit For Meridian Event Interface* – The MEI Developer kit consists of the MEI specifications and MEI user ID. This ID is required by a client application for authentication. Also, access to the Nortel Business Affiliate program is available to assist in design and implementation queries.

- *DNIS-CCR Treatment Reporting* – Meridian MAX 8 will be able to store and report historical data regarding treatments applied to DNIS calls in the DNIS statistic group. This feature allows CCR users more flexibility in tracking the treatment applied to DNIS calls.

- *High Speed Link* – The HSL's throughput is increased from 9.6 Kb to 19.2 Kb.

- *MAX Event Interface* – MEI is the mechanism for all third-party applications to access ACD statistical and event data. Typical third party applications that are supportable range from wall boards to schedule adherence products to network level routers. MEI is provided in two flavors, MEI-Network and MEI-Observe. MEI-Network provides event messages geared towards network-level routing applications. There is one MEI link available. MEI-Observe deals primarily with the event messages needed for workforce management applications. MEI event messages will be provided on a real-time basis (within two seconds). MEI will communicate with third party applications through an Ethernet LAN using the TCP/IP protocol. There are three MEI - Observe links available. A typical MEI-Observe application would be a wall board in a Call Center.

- *Network-CCR Support* – Meridian MAX 8 provides the ability to report on Network CCR activity. Network-CCR allows customers with multiple networked call centers equipped with CCR to monitor calls routed from one M1 node to another M1 node. This new reporting enhancement will maximize the benefit of Network-CCR to the call center manager.

- *New Processor And Increased Data Storage* – Meridian MAX 8 introduces two new platforms, the SNN-Enhanced and the IPE-Enhanced. The SNN-Enhanced features a faster MVME177 processor card with a 68060 processor running at 50 Mhz. The SNN-E also features a new mass storage unit with a larger and faster hard disk drive. The IPE-Enhanced comes equipped with a one gigabyte hard disk drive and a 600 Mb tape drive. The SNN database is increased from 350 Mb to 460 Mb, and the IPE database is increased from 90 Mb to 250 Mb.

- *Persistent Definition Numbers* – This feature allows Meridian MAX 8 to ensure that menu option numbers within Meridian MAX remain constant whenever menu items are added or deleted by the user. This allows users who have memorized key strokes to not relearn new key strokes after menus have changed.

- *Print Monitor* – In Meridian MAX 8 a new user interface, Print Monitor, is available in the Maintenance screen. Print Monitor lists the print jobs that are queued to all of the Meridian MAX printers. Meridian MAX administrator or maintenance personnel can use Print Monitor to delete an individual print job or a range of print jobs.

- *Seven-Digit DNIS Reporting* – The improved HSL allows Meridian MAX to support seven digit DNIS, versus the previously supported four digits.

- *Simultaneous support of MQA , NAC and MSI* – In prior versions of Meridian MAX MQA, NAC, and MSI could not be run at the same time. With Meridian MAX 8 MQA, NAC, and MSI can now be run at the same time.

- *Spare Position Hiding* – The enhancements to the real-time Agent Status Display screen now enables supervisors to have the option of hiding "spare" positions. This feature maximizes the number of active agents displayed on one screen at one time thus saving valuable screen "real-estate." This is important when numerous agents are not logged into the call center and the non-used positions are shown as "spare."

- *Standard MAXcaster Report Format* – Meridian MAX 8 now provides standard report formats to supply data to MAXcaster. This feature minimizes the amount of time required to install a MAXcaster system so it can begin receiving ACD data from Meridian MAX.

MAX Features

Among the solutions provided by Meridian MAX Release 8:

- Real-time information on queues and agents provided on supervision terminals
- The ability to track agent activity as they log in to up to five (5) queues simultaneously, with up to 48 levels of priority
- The ability for supervisors to customize their screens to display different statistics
- 21 standard reports on call center activity, including queue, agent, supervisor, and trunk reports
- The ability to customize up to 500 reports, with seven types of graphics
- The ability to schedule the generation of reports
- Historical data storage on Meridian MAX's own hard disk, allowing for access to statistical data from as far back as three years
- Individual agent, supervisor, and queue reports, indispensable for productivity analyses, training, and budget recommendations
- The ability to extract statistical data from Meridian MAX and combine it with other data in spreadsheet and database applications on PCs
- The ability to create new statistics on Meridian MAX, by combining MAX statistics with user-provided statistics to create, for example, a new statistic defining lost revenue per queue per half-hour period
- A Spanish language interface for all reports and screens (other languages also available). Please note that Version 8.71 will support multiple languages including Spanish.
- The ability to connect supervisor positions and printers on Local Area Networks (LANs)
- The ability to use PCs as supervisor positions, with Windows 3.1, Windows NT 3.51, or Windows 95

As always, Meridian MAX systems provide the benefits associated with ACD MIS systems that are both *integrated* and *modular*:

- Benefits of an Integrated design: Meridian MAX's architecture is essentially identical to that of other Meridian Applications, providing savings in spares, training, and service time. Because it is integrated, improvements within the Meridian 1 PBX are rapidly translated into improvements and new features within Meridian MAX. And the unique high-speed link between the Meridian 1 and MAX allow the M1 to send MAX both statistics and real-time information, while allowing Meridian MAX to use the Configuration Control feature to modify the configuration of the call center through a graphical user interface, and *without* resorting to direct PBX programming.
- Benefits of a Modular design: Meridian MAX provides its own processor, memory, and hard disk, separate from the processing and other requirements of the PBX. This means that when the Meridian 1 is under a heavy load, processing on the Meridian MAX will not be affected. The reverse is also true: at year end, when your call center is busy generating year end reports, that activity will not affect the call processing functionality of the Meridian 1 PBX.

Selling the Meridian Call Center Solution

A call center can have a positive, measurable impact on revenues and the bottom line of an organization. Call centers are not limited to the traditional applications generally characterized as large configurations with heavy inbound calling volumes. The opportunity to establish a call center exists anywhere more than one person answers the same, or similar, type of call.

The Meridian Call Center Business Planning Guide is designed to help you recognize that opportunity in your customer's company and exploit its potential. Whether you call center is new or you are planning to enhance an existing center, this guide describes, in a step by step manner, how to identify opportunities, set objectives, define applications, and quantify results. Because a call center is a significant investment, facts that will help you build a business case are also included. Space is provided to keep track of all information from establishing objectives to defining activities to justifying costs. It will provide an easy, convenient record for your ongoing reference. Managers of Customer Service, Marketing, Sales, Management Information Services, and Telecommunications can benefit from the information in this guide.

The planning and evaluation tools contained in this guide are also included on diskette, in both Macintosh and PC format. This allow you to easily run "what if" scenarios to determine the financial benefit and payback length of implementing new technology.

The call center offers the potential for improved productivity, increased revenues, reduced costs, management control, and, most important, greater customer service. The Meridian Call Center Planning Guide will help you plan the applications that best meet your needs in order to realize these significant benefits.

Meridian MAX Standard Features

This section describes the standard features provided with Meridian MAX Release 8 systems, both SNN and IPE. Optional features are described in the following section, "Meridian MAX 8 Software Options."

Standard features are defined as those that are provided as part of a new system, and do not require any additional purchase or order definition from the customer. *Optional* features are those that must be purchased separately to augment the features of Meridian MAX systems.

Some standard features can be used in conjunction with optional features. For example, Schedule Definition is a standard feature that allows users to schedule the printing of reports. However, Schedule Definition can also be use in conjunction with Configuration Control, if the optional Configuration Control feature is enabled on your Meridian MAX.

For more information on these and other Meridian MAX features, please refer to the *Meridian MAX 8 Supervisor's Reference Guide* (A0662799 - English, A0724829 - Spanish).

- Enhanced Day/Night Call Abandon Reporting: enables Meridian MAX to peg calls that abandoned against the source queue, whether it received a recorded announcement (RAN) or not, or if it was queued against other queues listed in a Night Routing Table and then abandoned.

- Enhanced List Definition Usage: provides an expanded ability to define and use lists as part of Configuration Control. The list types that can be defined are ACD-DN (including CDN), Positions, and Trunks. Report Ranges defined in Report Parameter Definition currently include Single Value, Range of Values, and All Values. Additional options include the ability to use a List Name, and non-consecutive values can be entered for reporting. List Types are also available: Route, DNIS, Source Node ID and Destination Node ID (only with NACD option), Activity Code, and Agent ID. An element can be part of more than one list, so that up to 200 elements can be included in a list and a maximum of 250 lists can be created.

- Keycodes: A PC-based keycode generator will generate an alpha-numeric code based on customer ordered features. The keycode capability removes the requirement of generating a new tape when the customer orders new features or capacity.

- Agent Status Display: shows the real-time status information for agent positions in the system. The status field is split into two components that indicate the status for both the ACD (In Calls) and the DN keys. Each status has a separate threshold. Agent status can be obtained for both Global View (all agent positions in the system) and Supervisor View (all agents, grouped by queue, assigned to a specific supervisor).

- Dial-Up Supervisor: this feature connects the Meridian MAX with a supervisor workstation via modems, and allows the user to set up supervisor workstations away for the Meridian MAX site. For example, the user can set up a remote supervisor workstation in a building other than the building where the Meridian MAX system is housed.

- Dialed Number Identification Service (DNIS) Definition: allows a name and service level threshold to be assigned to each DNIS number. This number is displayed on the agent's screen and helps determine how the incoming call is handled. For example, the number 5555 may indicated a sales call, while 9999 may be a customer inquiry. The maximum number of DNIS definitions is 5,000 on an SEE system, and 1,000 for an IPE system.

- Locate Agent Utility: allows the supervisor to locate an agent on their supervisor screen, by searching on Agent Position, Agent ID, or Agent Name. This utility is particularly useful in larger call centers, where more than one screen worth of agent information is available, as well as in emergency situations, when supervisors need to locate the agent's physical whereabouts. It is also a useful troubleshooting tool.

- Supervisor Display Customization: allows the supervisor the define the contents and structure of their queue statistics displays, as well as the layout of the quadrants of their screens. Displays may be either tabular or graphic, or both, and thresholds may be defined for tabular quadrant definitions.

- Standard ACD Management Reports: Meridian MAX provides 21 standard management reports, used to analyze traffic and performance, efficiency, cost-effectiveness, and productivity in your call center. Among the standard reports are: Summarized Queue Performance, Queue Delay Before Answering, Queue Delay Before Abandoning, Agent by Queue Performance, Agent by Supervisor Performance, All Trunks Busy, DNIS Performance, and RAN Route. If your call center is operating in a Network ACD (NACD) environment, then three more reports are available as standard: Network Trunk Utilization, Diverted Call Profile, and Target Queue Calls Profile.

- Custom ACD Management Reports: allows users to define new reports or make changes to existing reports. Up to 500 custom reports can be defined on the SNN platform, and up to 250 on the IPE platform.

- Graphic and Tabular Reports: allows users to create their own ACD reports using graphic report formats or tabular report formats.

- High-Speed Link Status Indicator: should the High-Speed Link information flow be interrupted, a clock in the upper right-hand corner of an active supervisor workstation is highlighted. This status indicates that the Meridian MAX is not receiving any information from the Meridian 1.

- On-Line Port Assignment: allows supervisor workstations and printers to be added or deleted while the Meridian MAX system is running. The system does not have to be shut down or disabled in any way in order to make these changes.

- Queue Statistics Display: this feature gives an overall indication of how the call center is performing. Each of the six displays contained within the Queue Statistics Display shows statistics on the queues in the system, and has two view types: Supervisor and Global. The Global View shows the queue statistics, by number or name, for the whole system, while the Supervisor View shows those statistics assigned to specific supervisors.

- Schedule Definition: allows users to automatically print reports at specific times. Access to this feature is controlled by the system administrator, and can also be used to execute Configuration Control change orders (if the Configuration Control option is enabled on your Meridian MAX).

- Remote Printing: allows a nodal supervisor to send nodal reports to the default printer at the site where the Network Administration Center (NAC) is installed. This feature is available only when Meridian MAXs are connected to a NAC.

- Spectrum Definition: allows users to define time intervals in the Delay Before Answering and Delay Before Abandoning Reports.

- Supervisor Messaging: when Meridian MAXs are connected to a Meridian NAC, supervisors can use Supervisor Messaging to issue messages to other supervisors and administrators (both nodal and network) through their supervisor workstations. For example, a MAX node, finding itself short-

staffed, might ask the Meridian NAC to overflow calls to other nodes. Supervisor Messaging could then be used to notify the other nodes that they should expect heavier call traffic. Supervisor Messaging is only available when Meridian MAXs are connected to a Meridian NAC.

- Report Preview Utility: allows supervisors to view reports on their supervisor workstations screens before sending them to print.

- Event Log Reports: provide various levels of detail about an agent's workday, including login and logout times, walkaway and return activities, and manned time and percentage of login duration manned. Reports can be generated for a single agent, a range of agents, or for all agents.

- System Reports: provide information on the current state of the Meridian MAX system, including current status of each agent position by supervisor sorted by Queue, or sorted by supervisor, as well as a report on the Meridian MAX's current capacity configuration settings.

- Historical Statistics Storage: because Meridian MAX has its own hard disk, it has the ability to store ACD statistics for periods up to three years. This allows users to analyze data from a historical perspective, and to understand the possible effects of new services on call center traffic and performance, agent productivity, revenue generation, and network requirements.

- Individual Agent, Supervisor, and Queue Reports: because reports can be customized down to individual element levels, Meridian MAX can be used as an integral part of agent and supervisor training and evaluation, as well as a tool to assess the efficiency of the call center's configuration and make informed recommendations regarding enhancements to the call center.

- Multiple Language Interface: allows the user to interface with Meridian MAX through a multi-lingual graphical user interface, including the ability to print reports with international characters. English, Spanish, French, and German are currently supported.

- Agent/Queue Statistics Display Toggle Utility: allows supervisors to rapidly shift between the two most important statistical displays on their system with the use of a single toggle key.

- Real-Time Supervisor Interface: allows supervisors to view statistical information about their queues and agents in real-time.

- Activity Codes: provides a means to identify each incoming call in the call center by means of a code. These codes are entered by agents via their telephone keypad once they've identified the nature of the call. Activity Codes form a permanent part of the Meridian MAX statistical database, and can be used to generate reports for specific types of calls. For example, a call center that handles requests for product information for six different products could assign an Activity Code for each product, and simply have the agent identify the product type through their telephone keypad. Reports could then be generated to indicate which products receive the most calls, and to identify if there are calling patterns for different products.

- Dedicated Meridian MAX Processor, Memory, and Hard Disk: because Meridian MAX is provided on its own processing platform, your call center's activity is independent from the processing requirements and capacity of your Meridian 1 PBX. During period of high call volume and processing on the Meridian 1, for example, your Meridian MAX performance will not be affected because, unlike other ACD MIS systems in the market, it is not dependent on the PBX processing for its functionality. The reverse is also true: when your Meridian MAX is in great demand for processing, the processing of calls on your Meridian 1 will not be affected.

- Network ACD: allows for real-time display of network activity, historical reports on network activity and performance, as well as additional Configuration Control and parameter administration functions (when Configuration Control is enabled on the Meridian MAX).

- Supervisor Monitoring of other Supervisors: allows one supervisor to view the displays and the reports generated by any other supervisor in the system. A Monitor Mode in the supervisor profile must be enabled to permit this functionality, and usually the system administrator will determine which supervisors have this option enabled.

- Night Call Abandon Count Reporting: Night Call Abandon Count Reporting provides a new MAX database field that can be used to specifically record night call abandons rather than peg all (day and night) call abandons in one field.

- Agent Consult Real Time Display and Reporting: Agent Consult Real Time Display and Reporting uses the ACD state threshold definition so the exception timer will continue when an agent enters the Consult state, and allows a manager to track Consult state activity on management reports.

- Customer setting of Subnet Mask and Default Router/Gateway Address LAN parameters: Meridian MAX Release 8 provides customers the ability to change the subnet mask and default router/gateway address during the installation and while the system is shut down.

- Position Event Log: The agent position detailed log report includes information on the position being serviced by the agent at a specific time. The information is sorted by position and time. The agent ID is provided to allow supervisors to track the performance of specific agents. The report also provides the time and length of all login, logout, walkaway and return activities.

- Reporting for 240 Queues (ACD-DNs).

- Reporting on 10 ACD Agent/Supervisor Positions with Meridian MAX IPE; this capacity is provided as part of the basic system.

- Reporting on 200 ACD Agent/Supervisor Positions with Meridian MAX SNN; this capacity is provided as part of the basic system.

- Support for up to 1,200 ACD Agents/Supervisors; this capacity is provided as part of the basic system, but additional (optional) ACD agent software must be purchased.

- Support for up to 2,400 Agent and 240 Supervisor Definitions.

Meridian MAX 8 Software Options

Meridian MAX 8 provides many Software Options to enhance the functionality of the MAX system. Ordering information for Software Options appears in sections entitled "Optional Meridian MAX Packages" and "Optional Meridian MAX IPE Packages" of the Meridian MAX Release 8 Pricing, Section 10 of the MCS Price Book, and appear after the Application Module and IPE Module pricing sections, respectively.

The following are descriptions of each Software Option, which are available for either the SNN or IPE modules.

- **NEW: MAX Event Interface:** (MEI) MEI is a new feature providing third party applications access to real time ACD statistical and event level data. MEI comes as part of MEI Observe or MEI Network.

  MEI Observe supports applications such as wall boards and the ability to monitor agent's status (e.g., TCS' Real Time Adherence). Three MEI Observe links can be active at one time.

  MEI Network supports network level routing applications (e.g., GeoTel Peripheral Gateway). One MEI Network link can be active at one time.

- ACD Positions: these software packages increase the number of ACD agents and supervisors on which MAX can report. SNN systems come with 200 ACD positions and can grow to 1,200, while IPE systems come with 10 and can grow to 200.

- MAX LAN Ports: Meridian MAX connects to LANs through an Ethernet connector, and MAX LAN Port software needs to be purchased to enable the number of LAN sessions you will be connecting to MAX. When connecting a MAX supervisor position or printer via a LAN, order the appropriate number of LAN ports (equivalent to LAN sessions) using this software option. SNN systems support a total of 60 LAN Ports, while IPE systems support a total of 20 LAN Ports.

- Network ACD Software: this software allows Meridian MAX to report on calls in a Network ACD environment.

- EAR/CCR Reporting: if your ACD system uses Enhanced ACD Routing or Customer Controlled Routing, this software option enables MAX to report on that activity.

- MAX or IPE Network Administration Center (NAC) Connectivity Software: when using a NAC 2 to administrate a multiple-MAX network, each MAX node must have this software option to enable it to communicate with the NAC.

- Multiple Queue Assignment (MQA): this feature is available for Options 11C (Release 22 and above) and Options 51C, 61C, 81, and 81 C (Release 21 and above). MQA allows agents to log in to up to five (5) queues simultaneously. In each queue, agents may have different priority levels, which essentially specify the knowledge-level the agent has for the particular service they are providing. Each agent can have a priority of 1-48 in *each* queue. For example, if a call center were offering services in four different languages, different agents could service different language queues depending on their knowledge of that language; additionally, each agent could specify his/her knowledge of that language by logging in with different priorities to different language queues. Manuel, for example, might log into the Spanish queue with a Priority 1 (indicating it is his best language), while logging into the Portuguese queue with Priority 4 (indicating his Portuguese is weaker than his Spanish).

Paula, on the other hand, might log into the Portuguese queue with Priority 1 (indicating it's her strongest language), while logging into the English queue with Priority 3.

In addition to allowing ACD agents to provide more than one service simultaneously, and to increasing customer service levels by connecting callers to the *best* available agent (as opposed to the *next* available agent with non-MQA), MQA can also be used effectively as a training tool. New ACD agents in training can log into queues with lower priority levels than experienced agents, thus reducing the number of calls they'll receive. Additionally, MQA can be combined with Meridian CCR to provide extremely intelligent call routing for special customers.

- Data Stream Reporting: enables statistical data from MAX to be sent to an external computer in comma-delimited ASCII mode. This enables users to combine MAX data within any spreadsheet or database program on PCs (such as Lotus 1-2-3 and Microsoft Excel), or to present MAX data within corporate-standard spreadsheets and reports.

- Custom Calculator: this feature allows MAX users to combine MAX statistical data with user-supplied values in order to create a new statistic. For example, the number of calls abandoned in a particular queue (a standard MAX statistic) could be combined with revenue per call (user-supplied) to create a new statistic showing the amount of lost revenue per queue.

- Configuration Control: changing the configuration of the call center is a task that is not only complex, but time-sensitive. The Configuration Control feature allows authorized personnel to change queue, agent, threshold, RAN, and other assignments in either ad hoc or scheduled modes. When an undesirable situation develops at your call center, use Configuration Control to move agents from a free to a congested queue, or to modify the RAN routes being used. These changes can be made as the situation develops, based on the real-time information supervisors receive on-screen. When planning the holiday schedule for your call center operations, simply program your holiday routing preferences with Configuration Control, and the call center's queue assignments, RAN treatments, and other variables will automatically be changed at the date and time you determined. At the end of the holiday period, Configuration Control will return your call center to its standard mode, without requiring the presence of a supervisor or technician.

- Meridian Terminal Emulator (MTE): MTE is a graphics interface package designed especially for Meridian MAX. Installed on a PC, it allows MAX supervisors to monitor agent and queue activity, and perform all supervisor functions from a PC. Using MTE 8, a supervisor can:

  – print data to an ASCII file

  – print to a local printer attached to their PC

  – copy text from their Meridian MAX supervisor screens to their Windows clipboard

  – open two Meridian MAX supervisor sessions on a PC running Windows NT

  – customize colors of the elements on their supervisor screens

  – connect to Meridian MAX through a local area network (LAN), a modem, or a serial (RS-232) port

  – change the size of the font used in the Meridian MAX supervisor screens

The following elements are required to install MTE 8 on a PC:

– MTE License to Use Fee: One License to Use Fee is required for each Meridian MAX system using MTE.

– MTE 8 Disk : One MTE 8 Disk is required for each PC using MTE.

– Meridian MAX Release 6 or higher (previous release should use MTE 5).

– Meridian MTE 8.11 is required for language support other than English.

– Microsoft Windows Release 3.1, Microsoft Windows NT Release 3.51, or Windows 95

– when running MTE 8 under Windows 3.1, an IBM-compatible 386DX 20 MHz PC, with a color VGA monitor

– when running MTE 8 under Windows NT 3.51 or Windows 95, an IBM-compatible 486DX 33 MHz PC, with a color VGA monitor

– 1 Mbyte or more of available RAM

– 2 Mbytes or more of available hard disk space

Note: each page of a graphic report sent to the printer requires approximately 200 Kbytes of hard disk space. Check your free hard disk space before sending graphics to your printer.

When Using MTE 8 to connect PCs on a LAN, the following elements are required:

– when using a LAN connection, network operating software that provides WinSock 1.1 compliance

– because Meridian MAX must be aware of the LAN sessions from which it will accept requests for information, additional MAX software *must* be purchased:

  - For Meridian MAX Application Modules, order at least S0005237 (MAX LAN 1-20 Ports)
  - For Meridian MAX IPE Modules, order at least S0005241 (MAX IPE LAN 1-5 Ports)

- Premier Options Package: this package provides a convenient way to order several MAX-enhancing software features at a special price. The Premier Options Package includes the following four optional software packages:
  - Data Stream Reporting
  - Custom Calculator
  - Configuration Control
  - Meridian Terminal Emulator (MTE) - Release 8 System Package
- Total Software Solutions Package: this package provides a convenient way to order all MAX-enhancing software features at a special price. The only optional software excluded from these packages are ACD agent position software, and MTE 8 disks; all other features are included.

  The MAX 8 Total Software Solutions Package (for SNN systems) includes the following optional software packages:

- Configuration Control
- Custom Calculator
- Network Administration Center (NAC) Connectivity
- EAR/CCR Reporting
- Multiple Queue Assignment
- Data Stream Reporting
- LAN 1-20 Ports
- LAN 11-40 Ports
- LAN 41-60 Ports
- Meridian Terminal Emulator (MTE) - Release 8 System Package

The MAX IPE 8 Total Software Solutions Package for Option 11 (should be used for Option 11E and earlier) includes the following optional software packages:

- Configuration Control
- Custom Calculator
- Network Administration Center (NAC) Connectivity
- EAR/CCR Reporting
- MTE License to Use Fee
- Data Stream Reporting
- LAN 1-5 Ports
- LAN 6-10 Ports
- LAN 11-20 Ports
- Meridian Terminal Emulator (MTE) - Release 8 System Package

The MAX IPE 8 Total Software Solutions Package for Options 11C/81 (should be used for Option 11C, 51C, 61C, 81, and 81C) includes the following optional software packages:

- Configuration Control
- Custom Calculator
- Network Administration Center (NAC) Connectivity

- EAR/CCR Reporting
- MTE License to Use Fee
- Multiple Queue Assignment
- Data Stream Reporting
- LAN 1-5 Ports
- LAN 6-10 Ports
- LAN 11-20 Ports
- Meridian MAX Release 8 Reproduction Charge: this feature *must* be ordered each time you request new software orders for your Meridian MAX. This feature ensures the processing and logging of your feature codes.
- Meridian Terminal Emulator (MTE) - Release 8 System Package

Meridian MAX 8 Training Information

Available at North American Training Centers:

- Meridian 1 Options 11E-81C Meridian MAX Feature Administration course (#343).
- Meridian MAX Installation, Operation, and Maintenance course (#346).
- Meridian 1 Options 11-81C Meridian MAX Feature Administration for Supervisors (#352)
- For registration, contact Clarissa Bachman at (954) 851-8464.

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